



# Guide to Services Provided for Expatriates

2024 - 1446



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ





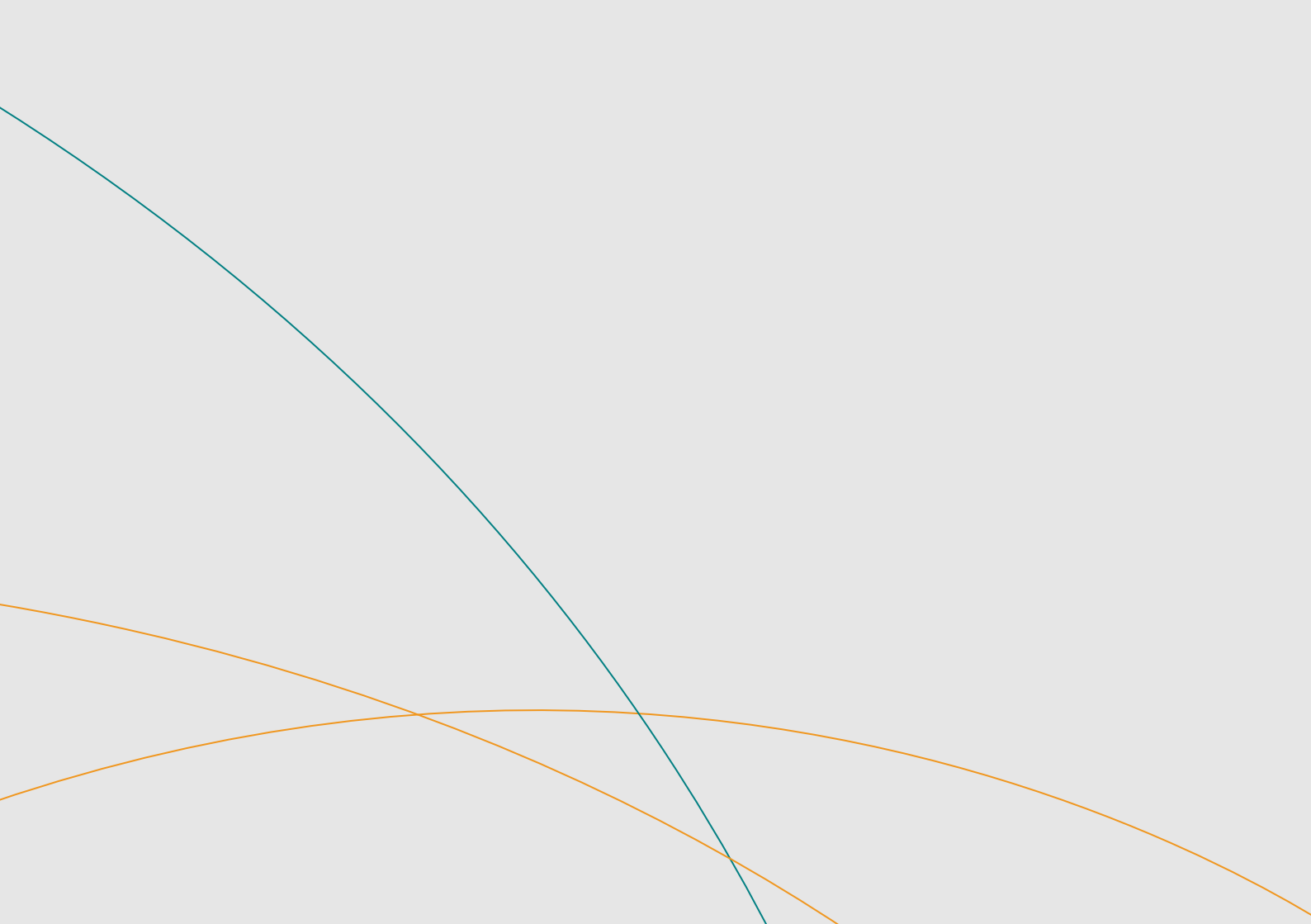
My primary goal is for our country to be a successful and leading model worldwide in all aspects, and  
I will work with you to achieve that.

Custodian of the Two Holy Mosques

لِلْمَلِكِ سَلْمَانَ بْنِ عَبْدِ الْعَزِيزِ بْنِ مُحَمَّدٍ

King Salman bin Abdulaziz  
may God protect him







government performance to serve the citizens. Together, we will continue building our country to be prosperous and strong, relying on the efforts of its sons and daughters and benefiting from its capabilities.

His Royal Highness, Prince

محمد بن سلمان بن عبدالعزيز آل سعود

Mohammed bin Salman bin Abdulaziz  
Crown Prince and Prime Minister

may God protect him







## The word of His Excellency the Minister

The Saudi Vision 2030 represents a roadmap for economic activity and improvement of the quality of life. The vision identifies a “prosperous economy” as a central axis and a goal to aspire to. To achieve this goal, the Kingdom has focused on enhancing quality, promoting sustainable development, and improving the business environment in various sectors. The Kingdom has launched a labor market strategy consisting of 11 reformative steps and 28 initiatives aimed at enhancing the efficiency and attractiveness of the market. Our local economy is envisioned to have one of the most diversified workforces globally and to be internationally competitive. It serves as a fundamental pillar in attracting foreign direct investment. This governmental strategy will empower both the private and public sectors to evolve, grow, and prosper. In the Ministry of Human Resources and Social Development, we work on attracting highly qualified international professionals to the market. Additionally, we are committed to providing more job opportunities for our sons and daughters, enhancing their capabilities, and equipping them with skills that align with the needs of the job market.

Engineer Ahmed bin Suleiman Al Rajhi  
**Minister of Human Resources and Social Development**



# Index

## Human Resources and Social Development

– Transfer of the expatriate worker's services .....	27
– Contract documentation and management .....	29
– Change of profession .....	31
– Correcting the profession .....	32
– Managing the Curriculum Vitae .....	33
– Training Management .....	34
– Salary Certificate .....	35
– Service Certificate .....	36
– End of Service Calculation .....	37
– Amicable Settlement .....	38
– Committees for resolving disputes involving domestic workers .....	40
– Reports of Violations of Labor Law .....	41
– Salary Protection Program .....	42
– Temporary Work - Agreed Contract .....	43
– Labor Leasing Services .....	44
– Accompanying Ajeer .....	45
– Seasonal Hiring - Hajj Season .....	46

– Temporary Work - Ajir secondment .....	47
– Temporary Work for Visitors .....	48
– The insurance for domestic workers' contracts .....	49
– The transfer of domestic workers' wages .....	50
– Transferring domestic worker services from a recruitment company to an individual .....	51
– Transferring domestic worker services without the employer's consent .....	52
– The approval of a contract for leasing labor services .....	53
– Transfer of domestic worker services from one individual to another .....	54

## Ministry of Interior

– Issuance of Residence - Absher .....	57
– Extending the exit and re-entry visa outside the Kingdom through Muqem platform .....	58
– Extending a visitor's visa .....	59
– Inquire about exit and re-entry visa status - Absher .....	60
– Return request .....	61
– Inquire about the validity of the visa .....	62
– Inquire about the validity of the visa .....	63
– Request a permission to enter Makkah Al-Mukarramah during the Hajj season for domestic workers .....	64
– Inquire about data and family members – Data Dashboard .....	65
– Change the profession for the expatriate .....	66
– Security reports ( Kulluna Amn App) .....	67

– Traffic Reports (Kulluna Amn App) .....	68	– Public inquiry about the arrival of workers.....	88
– Electronic crimes Reports.....	69	– Public inquiry about the eligibility to perform Hajj.....	89
– Report a Suspect .....	70	– Commissioner of a vehicle I own .....	90
– Driving license renewal .....	71	– General information about the validity of the residence.....	91
– Renewal of the vehicle’s driving license (form) .....	72	– Commissioner of a vehicle I own .....	92
– Cancellation of the Hajj permit .....	73	– Authorization to receive female workers arriving for employment.....	93
– Data of new employment and visitors - Absher .....	74	– General inquiry about vehicle insurance validity.....	94
– Residency Renewal - Absher.....	75	– Vehicle authorization applications are pending approval .....	95
– Issuing a final exit visa during the probationary period - Absher Individual.....	76	– Vehicle user cancellation.....	96
– Cancellation of exit and re-entry visa for the warranted .....	77	– Comprehensive inquiry about traffic violations.....	97
– Cancellation of a Final exit visa for the warranted .....	78	– Objection to traffic violations .....	98
– Road safety Reports (Kulluna Amn App).....	79	– Prisoners visiting times.....	99
– Issuance of a sailing permit .....	80	– Notarization of lease contracts .....	100
– Issuance of driving license.....	81	– Hajj Permit.....	101
– Fazaa .....	82	– Electronic inquiries about travel restrictions and the provision of services.....	102
– Receiving suggestions and complaints Greep .....	83	– General inquiry about vehicles/vehicles for which I am authorized .....	103
– Safety Report .....	84	– Electronic inquiries for expatriate affairs .....	104
– Cancellation of exit and re-entry visa or final exit .....	85	– Request a resident report .....	105
– Issuance of exit and re-entry visa .....	86	– Data of new employment and visitors Absher.....	106
– General inquiry about health insurance validity for residents only.....	87	– Improvement .....	107

– Authorizing Absher services .....	108
– Authorize Sector Review .....	109
– Change the profession for the expatriate .....	110
– Verify the result of the expatriate labor examination .....	111
– Taking the coronavirus vaccine at home for expatriates of all ages.....	114
– Booking an appointment for vaccinations .....	115
– Request for accreditation of vaccine has been taken outside the Kingdom .....	116
– Prescription and medication review service .....	117
– Application in the program of visiting health expatriate forces in Hajj.....	118
– Seeking treatment for addiction .....	119
– Booking medical appointments.....	120
– Appointments reschedule.....	121
– Cancel appointments .....	122
– Interactive Health Map .....	123
– Your online guide to mental health.....	124
– Registration for coronavirus testing .....	125
– Visiting doctors.....	126
– Children vaccination alert .....	127
– Recruitment Portal.....	128
– Sick Leave(s).....	129

– Reception, preservation and end of the body procedures for burial within the kingdom.....	130
– Pre-marital examination .....	131
– Eligibility for treatment in government health establishments 2nd category .....	132
– Eligibility for treatment in government health establishments 1st Category ( Cases of domestic violence).....	133
– Eligibility for treatment in government health establishments 2nd Category: Scholarship students and their families .....	134
– Eligibility for treatment in government health establishments 3rd Category: (People with disabilities, the elderly, orphans) .....	135
– Eligibility for treatment in government health establishments 2nd Category: (Male and female prisoners during their sentences).....	136
– Eligibility for treatment in government health establishments 5th Category: (Pulmonary tuberculosis disease) .....	137
– Eligibility for treatment in government health establishments 4th Category: (Detained pending investigation) .....	138
– Eligibility for treatment in government health establishments 7th Category: Epidemic diseases that affect society if not treated, such as Corona, FLU/INfluec. ..	139
– Eligibility for treatment in government health establishments 6th Category: (Patients with leprosy, Aids and viral hepatitis until they are deported) .....	140
– Quitting Smoking Assistance Service .....	141
– Eligibility for emergency and life-saving treatment.....	142
– Issuance of birth .....	143
– Review notice and accompaniment .....	144
– Eligibility for treatment in government health establishments 2nd Category: Private individual sponsorship holders.....	145
– Preparing the dead body procedures for departure outside the kingdom .....	146

## Ministry of Commerce

– Receiving a commercial report .....	149
– Informing the Ministry of the Association.....	150

– Commercial register translated into English for institutions.....	151	– Renewal of commercial register.....	173
– Promotions.....	152	– Partners’ decision to withdraw from incorporation.....	174
– Reserve a trade name.....	153	– Submitting the results of the General Assembly.....	175
– Discount licenses.....	154	– Partners’ decision to merge the company.....	177
– Transformation from a company to an institution.....	155	– Liquidation of the company.....	179
– Search the database of licensees for consulting professions.....	156	– Amending the Memorandum of Association/Baselaws.....	181
– Complaints of corporate system violations.....	157	– (Limited liability - joint liability - simple recommendation - shareholding - simplified shareholding).....	182
– Self-evaluation of the level of corporate governance.....	158	– Cancellation of the commercial register.....	183
– Inquiry about information about a commercial violation.....	159	– Issuing a subsidiary register for companies.....	184
– Electronic voting for chambers of commerce.....	160	– Transfer from one company branch to another company branch.....	185
– Updating the shareholder register.....	161	– Issuing the commercial register after establishing or converting to a joint stock company...	187
– Transformation of the company’s legal entity into another entity.....	162	– Issuing a main-sub-commercial register for a mixed company.....	189
– Issuing an import permit for non-hazardous chemicals.....	163	– Issuing a main-sub-commercial register for a foreign company.....	190
– Request to change the filing period for returns.....	164	– Issuing a main commercial register for a branch of a foreign company.....	192
– Cancellation of laboratory license.....	165	– Issuing a commercial register for a Saudi or mixed professional company.....	194
– Issuing a laboratory license.....	166	– Transferring from an institution to a company branch.....	196
– Renewal of a subsidiary commercial register for a company.....	168	– Renewing the commercial registration of a Saudi or mixed professional company.....	198
– Laboratory license renewal.....	170	– Issuing a main-sub-commercial register for a mixed company.....	200
– Extract your trading code.....	171	– Renewal of a main-sub-commercial register for a foreign company.....	201
– Amending the commercial register.....	172	– Renewal of a main commercial register for a branch of a foreign company.....	202

– Converting a main company record to an institution .....	203
– Converting the type of commercial registration for companies .....	205
– Edit translation .....	206
– Amending a main-sub-commercial register for a foreign or mixed company .....	207
– Amending a commercial register for a Saudi or mixed professional company .....	208
– Amending a main commercial register for a branch of a foreign company .....	209
– Assignment of an institution as a branch of a company .....	211
– Cancellation of the main commercial register of a foreign company .....	212
– Cancellation of the main commercial register of a mixed company .....	213
– Cancellation of the commercial register of a branch of a foreign company .....	214
– An extract from a suspended register for foreign companies .....	215
– An extract from a suspended register for Gulf companies .....	216
– Extract of suspended register for mixed companies .....	217
– Extract of suspended register of joint stock companies .....	218
– An extract from a suspended record for professional companies .....	219
– Suspended record extract for institutions .....	220
– Manual publishing .....	221
– Issuing a subsidiary register for companies .....	222
– Establishing a company under an investment license (limited partnership - joint stock) .....	223
– Search the database of licensees for consulting professions .....	225

– Request to change the filing period for returns .....	226
– Cancellation of the main commercial register of a company for Gulf nationals .....	228
– Renewal of a subsidiary commercial register for a joint stock company .....	229
– Cancellation of the main commercial register of a company for branches of Gulf companies .....	231
– Cancellation of a main commercial register for branches of foreign companies .....	233
– Renewal of the main commercial registration of a company for Gulf nationals .....	235
– Create a commercial franchise registration .....	236
– Amending a commercial franchise registration .....	237
– Cancellation of a commercial franchise .....	238

## Ministry of Education services

– Hosting an academic visiting professor .....	241
– Following up on the authentication of faculty members' documents from abroad .....	242
– View school activity plans .....	243
– School activities .....	244
– View and print performance evaluations .....	245
– View and print the certificate of attendance and excellence .....	246
– View and print the clubs' seasonal certificate of appreciation .....	247
– Registration of new students .....	248
– Request to upgrade an external scholarship for non-Saudis .....	249
– Request to upgrade an external scholarship for non-Saudis .....	250

- Query about the final results of the student.....	251
- View the exams schedule.....	252
- Update contact information for parents.....	253
- Query basic data for a specific student in a specific school.....	254
- Request to transfer a student to the health unit.....	255
- Follow-up on attendance and absence.....	256
- View student certificates.....	257
- Inquire about the names of the administration.....	258
- Inquire about the subjects taught according to the academic level.....	259
- Follow-up of student violations.....	260
- Registration of subjects in schools in the course system.....	261
- Request an identification certificate for a regular student.....	262
- Grade entry follow-up report.....	263
- Inquiry about teachers' data in the school.....	264
- Inquiry about school data.....	265
- Transferring a student from one school to another.....	266
- Search for a private/foreign school within the fee limits.....	267
- Optional health insurance.....	268
- Equivalence of diplomas.....	269
- Request for recommendation of non-Saudi academics in Saudi educational institutions.....	271

- Request authentication of certificates for students studying abroad.....	272
- School activities.....	273
- View the weekly class schedule.....	274
- Registration of subjects in course schools.....	275
- A list of the names of students in the classes.....	276
- Equivalency of a study certificate for public education students.....	277
- Request a students absence report.....	278
- Parents' grievance over increased fees for private schools.....	279
- Adding and recording student behavior and attendance.....	280
- Adding and recording notes to the student.....	281
- Inquiry about the student's grade results.....	282
- Certificate of replacement for primary school.....	283
- Inquiry about student rewards.....	284
- General/public educational student registration.....	285
- Request a meeting.....	286
- Request an inquiry.....	287

#### **MINISTRY OF FOREIGN AFFAIRS services**

- Request a Family Visit.....	290
- Visa Application for Diplomatic Missions Employees Families in the Kingdom of Saudi Arabia.....	291



– An application for a work Visa for Diplomatic Missions Employees Inside the Kingdom of Saudi Arabia.....	292	– Request to reconsider a deleted case .....	313
– Document Attestation Services.....	293	– Inquire about approved implementation service providers .....	314
– Extension of Re-entry Visas.....	294	– Certification of the marriage contract .....	315
– Escorts Residence Visas .....	295	– Acknowledgment verification .....	316
– Cargo delivery visas .....	296	– Acknowledgment of receipt of a sum of money.....	317
– Transit Visas.....	297	– Request a license for a foreign law firm .....	318
– Exit Visa for Diplomatic and Special Passports Holders.....	298	– Insolvency application .....	319
– Extension of Exit Visa for Diplomatic and Private Passport Holders .....	299	– Request to reactivate an implementation request after the expiry of the grace .....	320
– Applying for a Work Visa for Organizations and Representations .....	300	– Request the first defense memorandum.....	321
– Traffic Tickets .....	301	– Request to process a failure to file an electronic procedure .....	322
– Applications and Visa Inquiry .....	302	– Cancel an establishment account.....	323
– Personal Visit Visas .....	303	– Verify a transaction .....	324
– Medical Treatment Visas .....	304	– Submit an implementation request .....	325
		– Request to stop the case.....	326
		– Data from those who have been proven insolvent.....	327
		– Urgent claims.....	328
		– Verification of a judicial license .....	329
		– Request to issue a decision to lift 46.....	330
		– Verification of marriage contract .....	331
		– Documentation of a previous marriage.....	332
<b>Ministry of Municipal Rural Affairs and Housing</b>			
– Prefabricated Building Inspection .....	307		
– Transfer of electricity ownership.....	308		
– Proof of Labour Housing.....	309		
– Group housing for individuals .....	310		
<b>Ministry of justice</b>			

- Real estate stock exchange .....	334	- Request to leave the dispute.....	354
- Statement of Claim.....	335	- Documenting the marriage of one of the spouses to a non-Saudi.....	355
- Issuing an individual agency .....	336	- Inheritance calculation .....	356
- A guide to marriage officials .....	337	- Verifying the mortgage of notables.....	357
- Financial Report .....	338	- Activate the establishment's account .....	358
- Inquiry about an execution request.....	339	- Inquiry about the heirs identification document.....	359
- Receiving a commercial report .....	340	- Petition for reconsideration.....	360
- Acknowledgments.....	341	- Requesting a grace period - postponing the executive document .....	361
- Custody documentation.....	342	- Request to digitize the heirs inventory document .....	362
- Facility issues .....	343	- Acknowledgment of bail.....	363
- Request to terminate the executive bond .....	344	- Documentation of a will .....	364
- Virtual notary.....	345	- Inquire about mobile notary appointments.....	365
- Acknowledgment to pay a debt .....	346	- Documentation of divorce.....	366
- Intervention request .....	347	- Acknowledgment is a debt.....	367
- Request to deposit a memorandum .....	348	- Request for cassation .....	368
- Request to issue a decision 34.....	349	- Implementation requests for the facility.....	369
- Verification of marital status document .....	350	- Request to issue an eviction decision .....	370
- Updating and amending a real estate deed .....	351	- Appointment booking service.....	371
- Request to issue a decision to lift 34.....	352	- Informing the Ministry of the Association.....	372
- Inquiry about the timings of judicial facilities.....	353	- Request to issue a payment invoice.....	373

- Documenting the heirs of a deceased person .....	374	- Termination of agency .....	395
- Agency verification .....	375	- Documentation of divorce .....	396
- Notice of financial claim .....	376	- Book a mobile notary appointment .....	397
- Request to issue a custody letter .....	377	- Documentation of breastfeeding .....	398
- Electronic litigation (written pleading) .....	378	- Request a temporary foreign law firm license .....	399
- Request to transfer a reserved amount .....	379	- Documentation of return .....	400
- Request to include a statutory representative .....	380	- Add an actor .....	401
- Verifying a judgment instrument (first instance - appeal) .....	381	- Input request .....	402
- Directory of practicing lawyers .....	382	- Announcing auctions .....	403
- Request to register an agency .....	383	- Request to correct or interpret the ruling .....	404
- Request to continue the case .....	384	- Copy agency .....	405
- Declaration to waive a debt .....	385	- Request to issue a deduction letter .....	406
- Create a marriage contract .....	386	- Request to issue a decision 46 .....	407
- Termination of warranty .....	388	- Objection to the ruling .....	408
- Multilateral agency version .....	389	- Request to transfer a reserved amount - requesting implementation .....	409
- Request to issue a visit letter .....	390	- Request a license for an implementation service provider .....	410
- Declaration of waiving a sum of money .....	391	- Mortgages .....	412
- Request to issue a decision to sell by public auction .....	392	- My agencies .....	413
- Documentation of real estate mortgage .....	393	- Legal costs .....	414
- Minutes of seizure of funds .....	394	- View the session calendar .....	415

## Ministry of Media

– Blocking and unblocking websites.....	418
– Catch media violations.....	419
– Book permits.....	420
– Delivering news in Arabic, English, French, Russian, Chinese and Persian.....	421

## MINISTRY OF HAJJ AND UMRAH

– Umrah Visa Inquiry.....	424
– Inquiry about the Hajj Permit Booking Status.....	425
– Inquiry about Licensed Domestic Pilgrims' Companies.....	426

## MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

– Register and attend awareness lectures for the ATAA Digital Initiative.....	429
– Raising awareness of the dangers of bullying against children in the digital world.....	430
– Interactive story series.....	431

## Ministry of Environment Water & Agriculture

– Delivering Water to Utilities.....	434
– Escalate water complaint.....	435
– Request to Change the owner's name (transfer of water meter ownership).....	436

## Ministry Tourism

– Issuing a tourist visa.....	439
-------------------------------	-----

– Complaints and tourism reports.....	440
---------------------------------------	-----

## MINISTRY OF ISLAMIC AFFAIRS, DAWAH AND GUIDANCE

– Geographical explorer of mosques.....	443
– Inquiry about the publications of the Ministry of Islamic Affairs, dawa and Guidance.....	444

## Zakat, Tax and Customs Authority

– Issuing a tax residence certificate.....	447
– Request to change the filing period for returns.....	448
– Edit contact information.....	449
– Request to use the proportional deduction method for input tax.....	450
– Change of accounting basis.....	451
– Request to amend the effective date of value added tax.....	452
– Real estate registration request.....	453
– Cancel the property registration request.....	454
– Verifying the property registration application.....	455
– Deposit and exchange notes.....	456
– Service (fawd).....	457
– Zakat, Tax and Customs Authority - Customs Services.....	458
– Zakaty.....	459

- Request a declaratory decision.....	460	- Request a release from a contract.....	480
- Registration for internal tax.....	461	- Objection request.....	481
- Submit an income tax return.....	462	- Request to amend the income tax return.....	482
- Pay the tax.....	463	- Request to reduce down payments.....	483
- Verification of the VAT registration certificate.....	464	- Registration for VAT (establishments).....	484
- Verifying the validity of the zakat certificate.....	465	- Submit a value added tax return.....	485
- Report a violation of the value-added tax application.....	466	- Registering individuals for value added tax.....	486
- Cancellation of VAT registration.....	467	- Request a VAT payment plan in installments.....	487
- Request a review of value added tax.....	468	- Amending the value added tax return.....	488
- Submit a withholding tax return.....	469	- Group registration for VAT.....	489
- Amending the withholding tax return (individuals and establishments).....	470	- Request a VAT refund.....	490
- Modify password.....	471	- Modify VAT registration details.....	491
- Request a mutual agreement.....	472	- Request to reprint the value added tax certificate.....	492
- Modify registration data.....	473	- Request to object to a fine.....	493
- General inquiries and complaints.....	474	- Cancellation of VAT registration.....	494
- Stop the special number.....	475	- Registration for excise tax.....	495
- Cancel branch registration.....	476	- Cancellation of a tax warehouse license.....	496
- Request to escalate the objection to the General Secretariat of Tax Committees.....	477	- Research and survey indicative prices for selective goods.....	497
- Request to obtain the certificate.....	478	- Cancellation of registration for excise goods tax.....	498
- Request payment in installments.....	479	- Tax warehouse license.....	499

- Submit an excise goods tax declaration .....	500	- Print the customs and statistical declaration .....	520
- Approval of the transitional phase.....	501	- Confirm the arrival of express shipments .....	521
- Register on the Fasah platform (personal).....	502	- Review fines .....	522
- Registration on the Fasah platform (commercial).....	503	- Review the status of insurance fees disbursement .....	523
- Postponing the collection of customs duties.....	504	- Review the value-added tax and excise tax report .....	524
- Print export report .....	505	- Review of pledges .....	525
- Print the import report.....	506	- pledged not to dispose of the consignment .....	526
- Letter of no imports or exports.....	507	- Review customs Statement fees.....	527
- Inquire about details of transactions linked to insurance.....	507	- Register a new importer or exporter.....	528
- Inquire about the details of the exemption decision .....	509	- Inquiry about issuing a bank letter of guarantee.....	529
- Inquire about the details of the tariff items in an exemption decision .....	510	- Stop delegating sincerely.....	530
- Authorization of a customs broker .....	511	- Inquire about the type of inspection for containers.....	531
- Inquire about customs issues .....	512	- Reviewing clearance letters and their balances for restricted goods .....	532
- Search for customs duties .....	513	- Customs declaration for travellers.....	533
- Objection request.....	514	- Refund Request - National Establishment Rules .....	534
- Splitting policies (transferring ownership of goods from one importer to another).....	515	- Customs duty refund request.....	535
- Yacht and cruise ship inspection form.....	516	- Track express shipments.....	536
- Estimated calculator to calculate the additional financial compensation .....	517	- Public auction management system .....	537
- Customs card printing.....	518		
- Inquire about a customs Statement .....	519		
		<b>Human rights commission</b>	
		- Request advice or support .....	540

- Submit a complaint or report on human rights issues .....	541
- Raising awareness of human rights culture.....	543

### **Communications, Space and Technology Commission**

- Inquiry about the numbers registered in my beneficiary name (my numbers) .....	546
- Inquire about approved offers .....	547
- Inquiry about valid telecommunications licenses.....	548
- Inquire about approved devices.....	549
- Request to block a website or application .....	550
- Request to unblock a website or application .....	551
- Search engine in the National Table of Frequency Distribution.....	552
- Domain query.....	553
- View domain name registration agents' information.....	554
- Reviewing performance indicators for the communications and information technology sector.....	555
- Inquire about an information technology work provider and all his data .....	556
- offshore licensing services.....	557
- Assistance device services .....	558
- Amateur radio services.....	559
- Registering a private wireless device (Barari) .....	560
- Customs clearance services.....	561
- Request to provide communications services in new development areas .....	562

- Adopting communication devices and information technologies .....	563
- Submit an infrastructure report.....	564
- Complaints and inquiries about Saudi domain names .....	565
- Inquiry about a violation .....	566
- Submit a complaint about exposure to electromagnetic radiation .....	567
- User reports.....	568
- Handling complaints in the communications and information technology sector.....	569
- Inquiry about Internet performance .....	570

### **Board of Grievances**

- Inquiry about the status of a lawsuit .....	573
- Deposit and exchange memorandums.....	574
- Detailed inquiry about the case.....	575
- Electronic judicial sessions .....	576
- Access to provisions/decisions.....	577
- Appeal request .....	578
- Submit a claim .....	579
- Proof of attendance .....	580
- My own Lawsuits .....	581
- My own appointments.....	582
- Service of requesting a meeting with His Excellency the President .....	583

– Contact the head of the Board of Grievances service .....	584
– (Khabir) platform for collaborative training .....	585

### Saudi central bank

– Financial stability report .....	588
– Daily currency Prices .....	589
– Providing government development bonds .....	590
– Make payments via SADAD system .....	591
– Reviewing regulations, instructions and circulars .....	592
– IBAN verification .....	593
– Annual GDP growth rate .....	594
– Vehicle leasing complaints .....	595
– Medical insurance complaints .....	596
– Commercial account complaints - bank transfers - currencies .....	597
– Personal loan complaints .....	598
– Personal accident insurance complaints - vehicles against third parties - comprehensive .....	599
– Liability insurance complaints - property - transportation .....	600
– Bank complaints .....	601
– Compensation for damaged cash .....	602
– Currency conversion service and international currency rates .....	603

### Capital Market Authority

– Amendment Applied to the Terms and Conditions of a Private Placement Investment Fund .....	606
– Closure of the Offering Period related to the Private Placement Fund .....	607
– Termination of a Private Placement Investment Fund .....	608
– Extension of a Private Placement Investment Fund Term .....	609



# Human Resources and Social Development

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## Human Resources and Social Development

## Transfer of the expatriate worker's services



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

A service that allows organizations to submit a request to transfer a worker's service to them from another employer (whether an organization or an individual) or from a government entity.



### Steps to Obtain the Service:

- Transferring the Services of an Expatriate Worker (from one organization to another with an ID number):
  - Log in to your Qiwa Business account.
  - Go to the Services page, and select "Employee Service Transfer."
  - Click the "Transfer Employee Services" button.
  - Choose the appropriate path: "I want to employ an employee from another employer."
  - Select the required organization, i.e., the organization from which you want to transfer the employee, then click "Select."
  - Click "Upload Employee Data."
  - "Enter the employee data you wish to transfer, including the employee's ID number and date of birth."
  - Review the details related to the employee and the transfer process, then click "Add Employee for Transfer to complete the transfer request and start creating an employment contract, click "Create Contract."
- In case you desire to add another employee, click "Add Another Employee for Transfer," or click "Go to Employee List."
- The expatriate worker should log in to the Qiwa Individuals platform to accept or reject the transfer request.
- Transferring the Services of an Expatriate Worker (from one organization to another with a border number):
  - Visit the Ministry of Human Resources and Social Development's electronic services website to issue temporary licenses, Log in, select the organization, and then select the service "Transfer Worker Service by Border Number."
  - Enter the organization number and the worker's border number, then click "Add" after adding all the workers.
  - Click "Send".
  - A confirmation message will appear if the expatriate is affiliated with another organization or if authorization from the Ministry of Human Resources and Social Development is required if the expatriate is affiliated



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 92000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



with the organization.

- Then, go to the Passport Department to obtain the residence permit number.
- The expatriate should log in to the Qiwa Individuals platform to accept or reject the transfer request.
- Transferring the Services of an Expatriate Worker (from a government entity to an organization or from an individual to an organization):
- Log into the organization's account and access the service for transferring a worker from another organization outside the unified number.
- Enter the expatriate worker's data required for the service transfer, including the ID number and date of birth, and specify the occupation they will work in.
- The system will verify that the employee meets the conditions for the

requested service transfer.

- The organization will add the contract details for the employee, accept the decision, and submit the request.
- A service transfer request will be created, and the expatriate will be notified.
- The expatriate should log in to the Qiwa Individuals platform to accept or reject the transfer request.
- The current employer must approve the transfer of services.
- The authorized government representative must log in to the Masar platform to approve the transfer process.
- Complete the transfer process through the Ministry of Interior's Absher for Business and individuals.



#### Service fees and conditions:

##### Service fees:

- No fees

##### Terms of service:

- The conditions for transferring services are set out in Clause (Second) of Article (14) of the Regulations Executive work system.
- Requesting to transfer the service using the border number does not allow

obtaining the service for an expatriate who has not been in the Kingdom for 90 days or for an expatriate who has previously been issued a residence permit.

- To request a transfer of service from a government entity, a representative of the government entity must enter on the Masar platform and approve or reject the request.



#### Customer services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

#### Channels Service Delivery:

Qiwa platform



## Contract documentation and management



Field: Work and Employment



### Service Description:

This service allows the possibility of requesting to change the period for submitting returns, to be every quarter or monthly. To change the date for submitting a value-added tax return, obtaining the Authority's approval is required.



### Steps to Obtain the Service:

- Steps to Create Contracts:
  - Log in to your Qiwa Business account.
  - Select "Contract Management."
  - Choose "Create New Contract."
  - Choose the option for one employee or multiple employees.
  - Select the employee's location. Choose the contract language.
  - Enter the following information: the role of the authorized person, the organization's location, and the email address.
  - Then select "Specify Employee Details."
- "Steps to Modify Contracts:
  - Log in to your Qiwa Business account.
  - Access the electronic services.
  - Go to Employee Management and then Contract Management.
  - Access the contract you wish to modify, make the changes, and send it

for approval.

- Steps to Create Contracts:
  - Enter the employee's date of birth and then select "Upload Employee Details."
- Steps to Create Contracts:
  - Enter the employee's information.
  - Select "Specify Contract Details."
  - Enter the required contract details.
  - Click "Create and Send Contract." Select "Go to Summary" and confirm the contract details.
- Steps to Terminate Contracts (for Organizations):
  - Log in to your Qiwa Business account.
  - Go to the Services page and select "Contract Management."
  - Choose "Terminate Contract" from the "Requests" section.



Customer services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



- Select the employee whose contract you wish to terminate.
- Choose the correct reason for terminating the contract and click "Send Reason."
- Steps to Authenticate Contracts:
- Log in to your Qiwa Individuals account.
- Select "Employment Contracts."
- Choose "Job Offer." Select "View Employment Contracts."
- Choose "Accept," "Request Modification," or "Reject Contract."
- "Steps to Terminate Contracts (for Individuals):"
- Log in to your Qiwa Individuals account.

- Go to "Services" and select "Employment Contracts".
- Review your current employment contracts.
- Find the contract you wish to terminate and select "Terminate Contract."
- Choose the reason for terminating the contract and click "Next Step."
- Specify the contract termination date and click "Next Step."
- Review the details and select "Send Termination Request."



#### Service fees and conditions:

##### Service fees:

- No Fees

##### Terms of service:

- The organization shall be active.



#### Customer services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

#### Channels Service Delivery:

Qiwa platform



## Change of profession



### Service Description:

Field: Work and Employment

This service enables the user to change the email address and mobile number, as all messages received from the Authority will be directed to the modified contact information.



### Steps to Obtain the Service:

- Log in to your Qiwa Business account.
- Go to the Services page and select “Manage Professions.”
- Click on “Manage Profession Requests” at the top of the page.
- Select “Change Profession” and click “Next Step.”
- Choose the employee whose profession you wish to change from the employee list.
- Select the new profession for the employee.
- Submit the profession change request.
- Obtain the employee’s approval for the profession change.
- Complete the request with the Ministry of Interior.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The organization shall be active.
- The worker shall not have a final exit visa.
- The worker shall have a valid residence permit.
- The worker shall not have any pending profession change requests.
- The worker shall not have any pending transfer requests.
- The expatriate shall hold a valid professional certificate from the Saudi Organization for Accountants, the Ministry of Agriculture, or the Saudi Council of Engineers if the organization wishes to place them in one of the professions under these organizations.
- Valid work licenses shall be available for all employees in the organization.



Customer services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



## Correcting the profession



### Service Description:

Field: Work and Employment

This is a service that enables the establishment to correct the profession of the employee working for it based on the professional classification approved by the General Authority for Statistics.



### Steps to Obtain the Service:

- Log in to your “Qiwa” business account.
- Go to the services page and select “Occupation Management.”
- Click on “Manage Occupation Requests” at the top of the page.
- Choose “Correct Profession” and then click on “Next Step.”
- Select the employee whose profession you wish to change from the list or search for them using their ID or name.
- Choose a new profession for the employee from the list and proceed to the

summary.

- Review the request summary and agree to the terms and conditions related to the “Qiwa” platform, then click on “Submit Request.”
- The expatriate (employee) will log in to the Qiwa platform, either accept or reject the request.
- The request will be reviewed and approved by the National Information Center.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The worker shall not have a final exit visa.

- The worker shall have a valid residency permit.
- The worker shall not have any pending occupation change requests.
- The worker shall not have any pending transfer requests.



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform





## Managing the Curriculum Vitae



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

This service enables employers to easily access professional information about their employees, such as their education and previous academic experiences, in addition to the reliability and ease of verifying resumes through the platform.



### Steps to Obtain the Service:

- Log in to your “Qiwa” individual account.
- Select “Services” from the side menu.
- Choose “Share CV.”
- Enter a title for the CV link, then select an expiration date for the link (optional), and click on “Create Link.” The CV link will be generated automatically.
- To share the link, click on “Copy Link” and share it with recruitment administrators.

- In order to delete the CV:
- Log in to your “Qiwa” individual account.
- Select “Services.”
- Choose “Share CV.”
- Click on “Delete” next to the link you want to remove.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



## Training Management



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

It allows you to quickly and easily view, accept, or reject all training programs offered by employers. You can add them to your resume to document your qualifications and experiences. Upon completion of the training course, it provides reliable and verifiable information for your current or prospective employer.



### Steps to Obtain the Service:

- To apply for training:
  - Log in to your individual account.
  - Go to "Services" and select "Training Course Management."
  - From here, you can view current and previously saved training courses.
  - You can accept or reject them and add them to your resume.
  - To evaluate and add training courses to your resume:
  - Log in to your personal account on Qiwa.
- Move to "Services" and select "Training Course Management."
  - Locate the training course you wish to evaluate, then choose "Evaluate Training."
  - Evaluate the training and then download the training certificate.
  - To add the training certificate to your resume, select "Yes, Add Certificate."



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The employee shall be registered within the establishment.



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



# Salary Certificate



Field: Work and Employment



## Service Description:

The salary certificate contains information related to your current job position if you are currently employed. If you require information regarding your previous work experiences, you can request a “Service Certificate” through your individual account on Qiwa.



## Steps to Obtain the Service:

- Log in to your individual account on Qiwa.
- Go to “Services” and select “Job Certificates.”
- Choose “Request New Certificate.”
- Select the type of certificate needed.
- Choose the job position for which you require a salary certificate.
- Specify the requesting entity for the salary certificate.
- Select the type of salary certificate.
- Review your request and submit it for your employer to verify your job information.



## Service fees and conditions:

### Service fees:

- No Fees.

### Terms of Service:

- No terms.



Customer services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



## Service Certificate



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

Such a document certifies the employee's experience in previous establishments, enabling them to document their experience, develop their resume, and increase priority in obtaining opportunities.



### Steps to Obtain the Service:

- Log in to your Qiwa individual account.
- Go to "Services" and select "Job Certificates."
- Choose "Request New Certificate."
- Select the type of certificate needed.
- Choose the experience from which you wish to obtain the service certificate.
- Review the certificate and issue it.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The employee is registered within the establishment.



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



## End of Service Calculation



### Service Description:

Field: Work and Employment

In accordance with the Saudi labor law regulations, the Qiwa platform facilitates calculating end-of-service benefits in case of contract termination.



### Steps to Obtain the Service:

- Log in to the Qiwa platform.
- Select "Tools and Calculators."
- Choose the End of Service Benefits Calculator.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.qiwa.sa](http://www.qiwa.sa)  
Phone Number: 920000105

E-mail: [support@qiwa.sa](mailto:support@qiwa.sa)  
Response Hours: 24/7

Channels  
Service Delivery:

Qiwa platform



## Amicable Settlement



### Service Description:

Field: Work and Employment

The amicable settlement is the initial stage in the process of resolving disputes between a foreign worker and their employer. It involves receiving and reviewing claims related to labor disputes and attempting to reach a friendly resolution within 21 working days. If an amicable settlement cannot be reached within this period, the dispute is then referred to the labor courts.



### Steps to Obtain the Service:

- Log in to the electronic services portal (individual portal for individuals or establishment portal for entities).
- Select the “Amicable Settlement Lawsuit Filing” service.
- Fill in the mandatory fields to submit the lawsuit statement (claimant’s details, settlement office details, defendant’s details, job details). Note: Jurisdiction is determined based on the workplace address and the settlement office chosen.
- Choose the subject of the lawsuit.
- Attach the required documents.
- Select the approval of non-concivance agreement.
- Review the application and click “Submit.”
- The application shall be reviewed by specialists. If the application is rejected, reasons for rejection can be found through the “My Lawsuits” service in the

electronic services.

- Text messages and emails are sent to all parties involved in the lawsuit upon acceptance.
- Notification messages with session details are sent to all parties involved in the lawsuit.
- If the claimant does not attend, the lawsuit is saved, and they have the right to reopen it within 21 working days.
- If the defendant does not attend the first session, their services are suspended by the ministry, and another session is scheduled.
- If the defendant repeatedly fails to attend, the claimant’s (foreigner’s) services may be transferred without the current employer’s consent, and the lawsuit is referred to the labor courts.
- If a settlement is reached, a settlement report is prepared and can be



Customer  
services:

Website: [www.hrsd.gov.sa](http://www.hrsd.gov.sa)  
Phone Number: 19911

E-mail: [cc@hrs.gov.sa](mailto:cc@hrs.gov.sa)  
Response Hours: 08:00 AM - 02:20 PM

Channels  
Service Delivery:

Labour Office  
E-service



Field: Work and Employment

printed using the “My Lawsuits” service in electronic services.

- If no agreement is reached, the lawsuit is transferred to the labor courts.

Note: This will be done by the Ministry of Justice, and the lawsuit is considered concluded.

- Session scheduling details are determined later in the amicable settlement process.



**Service fees and conditions:**

**Service fees:**

- 100 SR

**Terms of Service:**

- Existence of an employment contract by and between the individual and the employer.



**Customer services:**

Website: [www.hrsd.gov.sa](http://www.hrsd.gov.sa)  
Phone Number: 19911

E-mail: [cc@hrs.gov.sa](mailto:cc@hrs.gov.sa)  
Response Hours: 08:00 AM - 02:20 PM

**Channels Service Delivery:**

Labour Office  
E-service



## Committees for resolving disputes involving domestic workers



Field: Work and Employment



### Service Description:

Such a service enables parties in the contractual relationship (domestic worker and employer) to submit financial claims and non-criminal violations arising between them for resolution. In case of disputes, claims are registered with committees for resolving disputes of domestic workers and those under their jurisdiction, as they are authorized by law.



### Steps to Obtain the Service:

- The claimant logs into the Ministry's website and submits the dispute to the committee for resolving disputes of domestic workers and those under their jurisdiction.
- The claimant's documents are received for verification, and an appointment for the session is scheduled.
- The first session is considered an attempt at reconciliation within the first

five days from the date the dispute arose.

- In case the committee is unable to reach a reconciliation between the parties, the committee issues its decision unanimously or by majority vote within 10 days. Both parties involved in the dispute have the right to appeal the committee's decision within 10 days from the date set for receiving a copy of the decision.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The lawsuit shall be filed according to jurisdictional competence and venue.
- The claimant shall have legal capacity and standing if the original party in the lawsuit.
- A power of attorney shall be submitted if the plaintiff is representing the claimant or defendant.
- One of the parties shall be domestic workers or those under their

jurisdiction.

- There shall be an existing lawsuit related to rights arising from an employment contract.
- Required Documents:
  - All original documents (national ID, residency permit, or passport).
  - Presentation of the power of attorney, including the right to plead, defend, and reconcile, along with proof of identity if the representative is present.
  - Other documents as requested by the committee.



Customer services:

Website: [www.hrsd.gov.sa](http://www.hrsd.gov.sa)  
Phone Number: 19911

E-mail: [cc@hrs.gov.sa](mailto:cc@hrs.gov.sa)  
Response Hours: 08:00 AM - 02:20 PM

Channels  
Service Delivery:

Labour Office





## Reports of Violations of Labor Law



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

This electronic service enables the public to collaborate with the Ministry of Human Resources and Social Development team in monitoring and reporting violations of labor market regulations within the private sector.



### Steps to Obtain the Service:

- Log in using the unified national ID.
- Access the Labor Law Violation service.
- Complete the violation report form until it is automatically submitted.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of service:

- No terms.
- Required Documents:
  - Establishment location.
  - Copy of the violation.
  - Establishment details.



Customer  
services:

Website: [www.hrsd.gov.sa](http://www.hrsd.gov.sa)  
Phone Number: 19911

E-mail: [cc@hrs.gov.sa](mailto:cc@hrs.gov.sa)  
Response Hours: 08:00 AM - 02:20 PM

Channels  
Service Delivery:

Ministry of Human  
Resources Application



## Salary Protection Program



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

This is a program aimed at providing a suitable and safe working environment in the private sector, focusing on enhancing transparency and safeguarding the rights of contractual parties. The system monitors wage payments for all male and female workers in the private sector (both Saudis and expatriates), assessing establishments' compliance with paying wages on time and as agreed upon. Its goal is to reduce wage discrepancies between establishments and employees in the private sector.



### Steps to Obtain the Service:

- Access the link sent to the worker to approve or reject the justification provided by the establishment (Yes or No).
- Take appropriate action based on this to ensure the expatriate receives their wage or to determine the genuine reason for non-payment or deduction of wages.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No Terms



Customer  
services:

Website: [www.mudad.com.sa](http://www.mudad.com.sa)  
Phone Number: 920010104

E-mail: [support@mudad.com.sa](mailto:support@mudad.com.sa)  
Response Hours: 8AM-8PM

Channels  
Service Delivery:

Mudad platform



## Temporary Work - Agreed Contract



Field: Work and Employment



### Service Description:

Such service enables contracting establishments to issue permits to regulate the presence of their employees at the work sites of the establishments benefiting from their services, in accordance with the labor regulations in the Kingdom.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Select the "Temporary Work Contract" service.
- Fill out and submit the contract by the provider.
- Approval of the submitted contract by the beneficiary.
- Issuing a temporary work contract permit.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be registered with the Ministry of Human Resources and Social Development.
- Active commercial registration.

- No suspension imposed on the establishment.
- The establishment's status shall not be red-flagged.



Customer services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Labor Leasing Services



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

Such service facilitates shall access to labor force through human resources companies, adhering to the regulations and guidelines of the Ministry of Human Resources and Social Development.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Choose the service for contract creation.
- Fill out and submit the contract by the applicant.
- Approval of the contract by the beneficiary.
- Issuance of the labor leasing permit.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be registered with the Ministry of Human Resources and Social Development.
- Having an Active commercial registration.

- No suspension on the establishment.
- The establishment's domain should not be red-flagged.
- The establishment shall have sufficient visa quotas.
- The service provider shall be licensed by the Ministry of Human Resources.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Accompanying Ajeer



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

Such service enables establishments in the health and education sectors to employ expatriates holding accompanying person visas, in accordance with the Kingdom's labor laws.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Choose the "Companions Ajir Service."
- Fill out and submit the contract.
- Issue the companions Ajir permit.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be registered with the Ministry of Human Resources and Social Development.
- Active commercial registration.

- No suspension on the establishment.
- The establishment's domain shall not be in red status.
- Such service is available only for the education and healthcare sectors..



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Seasonal Hiring - Hajj Season



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

This service enables establishments operating during the Hajj season to contract seasonally with Saudi and expatriate individuals, in compliance with the labor regulations in the Kingdom.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Select the Hajj season Ajir service.
- Fill out and send the contract by the provider.
- Approval of the contract by the beneficiary.
- Issuance of the Hajj Ajir permit.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be listed with the Ministry of Human Resources and Social Development.
- Active commercial registration.

- No suspensions on the establishment.

- The establishment's domain shall not be red-flagged.

- Presence of a work permit for expatriates, with approval from the primary employer.

- The establishment should belong to entities in the Hajj services sector.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Temporary Work - Ajir secondment



Human Resources and  
Social Development



### Service Description

Field: Work and Employment

This service enables establishments to second their workforce to other establishments, where the employee's services are fully seconded to another entity for a specified period, in accordance with labor regulations in the Kingdom.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Select the Ajir secondment service.
- Fill out and send the contract by the provider.
- Approval of the contract by the beneficiary.
- Issuance of the Ajir secondment permit.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be listed with the Ministry of Human Resources and Social Development.
- Active commercial registration.
- No suspension on the establishment.

- The establishment's domain shall not be red-flagged.
- The number of seconded workforce should not exceed 50% of the total workforce.
- The period shall not exceed 12 months since the worker's first entry into the Kingdom.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Temporary Work for Visitors



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

This service enables establishments to benefit from the services of hosted visitors in the Kingdom, allowing them to work legally under the authorization of this service. Such service contributes to improving the quality of life for visitors and enhances economic and social growth.



### Steps to Obtain the Service:

- Log in to the Ajir platform.
- Select the Visitors Service.
- Fill out and send the contract by the provider.
- Issue a temporary work permit for visitors.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The establishment shall be registered with the Ministry of Human Resources and Social Development.
- Active commercial registration.

- No suspension on the establishment.
- The establishment's domain shall not be red-flagged.
- Valid visitor visa.
- Permit duration is 6 months.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform





## The insurance for domestic workers' contracts



Human Resources and  
Social Development



### Service Description

Field: Work and Employment

The service of insurance for domestic workers' contracts aims to protect the rights of both the employer and the domestic worker during the period of employment. It covers multiple insurance benefits as specified in the insurance policy issued by the insurance authority.



### Steps to Obtain the Service:

- Initiate the recruitment process.
- Select the CV/resume of the worker.
- Transfer the employer to the insurance service provider portal to choose the appropriate insurance company.
- Use the Musaned platform to complete the payment.
- Return automatically.
- The insurance policy is automatically activated upon the domestic worker's arrival in the Kingdom of Saudi Arabia.
- Employers have the option to voluntarily insure domestic workers already present in the Kingdom of Saudi Arabia through insurance companies.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of service:

- Valid domestic worker visa issued.
- Existence of a recruitment contract request.



Customer  
services:

Website: [www.musaned.com.sa](http://www.musaned.com.sa)  
Phone Number: 920002866


E-mail: [care.e@musaned.gov.sa](mailto:care.e@musaned.gov.sa)  
Response Hours: 8AM-8PM

Channels  
Service Delivery:


Musaned platform




## The transfer of domestic workers' wages

 **Service Description:** Field: Work and Employment

It is the transfer of domestic workers' salaries through digital wallets or accredited banks on the Musaned platform.

 **Steps to Obtain the Service:**

- Registering with one of the accredited digital wallets and transferring salaries to it.
- Logging into the Musaned platform.
- Choosing "Domestic Workers" from the main menu.
- Select the domestic worker for whom you want to view financial transactions.
- View the financial transactions related to the domestic worker.



 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of service:**

- The employer shall have an account on the Musaned platform.
- The personal profile information of the employer shall be complete and up-to-date.
- The employer shall have domestic workers.
- The domestic worker shall have a valid residency permit.

 **Customer services:** | Website: [www.musaned.com.sa](http://www.musaned.com.sa) | E-mail: [care.e@musaned.gov.sa](mailto:care.e@musaned.gov.sa) | Channels Service Delivery: Musaned platform | Phone Number: 920002866 | Response Hours: 8AM-8PM | 

## Transferring domestic worker services from a recruitment company to an individual.



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

Transferring domestic worker services from a recruitment company to an individual.



### Steps to Obtain the Service:

- There shall be a contract between the company and the employer.
- The company's approval for the transfer.
- The approval of the worker.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of service:

- The employer shall be eligible to transfer the services of the domestic worker.



Customer  
services:

Website: [www.musaned.com.sa](http://www.musaned.com.sa)  
Phone Number: 920002866

E-mail: [care.e@musaned.gov.sa](mailto:care.e@musaned.gov.sa)  
Response Hours: 8AM-8PM

Channels  
Service Delivery:

Musaned platform



## Transferring domestic worker services without the employer's consent.



Field: Work and Employment



### Service Description:

A service that allows domestic workers to transfer their services without the employer's consent for those with a decision issued by Domestic Service Workers Dispute Settlement Committees.



### Steps to Obtain the Service:

- Proof of any of the following cases:
  - Proof of the domestic employer's delay in paying the domestic worker's wages for three consecutive or separate wages without justified reasons relating to the domestic worker.
  - The domestic worker did not receive notification from the recruitment office or shelter from the date of notification by the recruitment office of arrival in the Kingdom of Saudi Arabia within fifteen (15) days.
  - The domestic employer did not obtain a residency permit for the domestic worker, or did not renew it within thirty (30) days from its expiration date.
- The domestic employer rented out the services of the domestic worker to others.
- Proof that the domestic worker was assigned hazardous tasks endangering their health or physical safety.
- Proof of the domestic employer or any of their family members mistreating the domestic worker.
- Existence of a complaint from the domestic worker against the domestic employer, and the domestic employer caused undue delay in the investigation process, provided that the domestic worker did not cause or contribute to the delay of the complaint process.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of service:

- The new employer shall be eligible.

- Payment of the applicable transfer fees.

- The new employer shall bear the costs of accommodating the domestic worker in shelters during their stay there.



Customer services:

Website: [www.hrsd.gov.sa](http://www.hrsd.gov.sa)  
Phone Number: 19911

E-mail: [cc@hrsd.gov.sa](mailto:cc@hrsd.gov.sa)  
Response Hours: 08:00 AM - 02:20 PM

Channels  
Service Delivery:

E-service  
Labour Office



## The approval of a contract for leasing labor services



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

An electronic service provided by the Ministry of Human Resources and Social Development that enables establishments to approve contracts for leasing labor services registered in the system by recruitment companies.



### Steps to Obtain the Service:

- Log in to the electronic services website.
- Choose "Leasing Labor Services Approval" and then click on "Start Service."
- Select the establishment for which you want to approve leasing contracts, then view the details.
- A screen shall display contracts that have not been approved.
- Click on the desired contract.
- After approval, a message will appear confirming the successful completion of the process.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of service:

- No terms.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform



## Transfer of domestic worker services from one individual to another



Human Resources and  
Social Development



### Service Description:

Field: Work and Employment

The current employer can transfer the services of the domestic worker to a new employer after the domestic worker's approval through a simplified electronic process. This process involves creating a new employment contract and submitting the request through the Absher platform to complete the necessary procedures.



### Steps to Obtain the Service:

- Current Employer:
  - Log in to the Musaned platform.
  - Choose "Start Service."
  - Read and agree to the "Declaration and Consent," then click "Next."
  - Select the domestic worker whose services you want to transfer.
  - Fill out the request form.
- New Employer:
  - Select "Transfer Services" from the main menu.
  - Choose "Individual to Individual Service."
  - Review the requests and select the request.
  - Accept or reject the request.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of service:

- The domestic worker shall have an account on Absher.
- The employer must have an account on the Musaned platform.

- The employer's personal profile information shall be complete and up-to-date.
- The employer shall be qualified.



Customer  
services:

Website: [www.ajeer.qiwa.sa](http://www.ajeer.qiwa.sa)  
Phone Number: 920011040

E-mail: [support@ajeer.com.sa](mailto:support@ajeer.com.sa)  
Response Hours: 8AM-2:20PM

Channels  
Service Delivery:

Ajeer platform





Ministry of Interior  
Kingdom of Saudi Arabia

**Ministry of Interior**

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## Issuance of Residence - Absher



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description:

Field: Residents' Affairs and Visits

Electronic service that enables an individual to issue the Resident ID (residency) of a family member or his registered domestic worker electronically via Absher platform.



### Steps to Obtain the Service:

- Login with user's name or ID number and password via Absher Platform.
- A text message will be sent to the mobile number registered in Absher.
- Press the electronic services and choose the services of the warrants.
- Choose (Issuance of Residence) from the list.
- Read the service instructions, and press (next).
- Select the warranted person to whom a residency is issued.
- Press (issuance).
- the residency will be received through the document delivery service by Saudi Arabia post to a Receiver address, if you do not have a receiver address, please Create an address through the Saudi Post website.



### Service fees and conditions:

#### Service fees:

- 600 SAR

#### Terms of Service:

- Payment of residence issuance Fees and late fines, if any.
- Payment of traffic violations registered against a family member or expatriate, if any.
- Passing the medical examination for a family member or an expatriate in approved medical centers.
- the presence of the individual that we need to issue the residence for or the expatriate with in Saudi Arabia land.
- passport validity while using the service.
- Registering the fingerprint and photo of the individual to whom the residence is to be issued, the expatriate or the family member.
- The expat can not be registered as absent from work.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal





## Extending the exit and re-entry visa outside the Kingdom through Muqem platform



Ministry of Interior  
Kingdom of Saudi Arabia

Field: Residents' Affairs and Visitors



### Service Description:

This service allows extending the exit and return visa for those outside the Kingdom through Muqem platform



### Steps to Obtain the Service:

- Enter Muqem portal.
- Select (Residents Department) and search by the residence number or passport number of the resident requesting the extend.
- extend his visa.
- Choose the visa.
- The visa information will appear for you, select (Visa extension).
- Select the extension period.
- The visa information will appear for you, select (Visa extension).
- You will receive a notification that your exit and re-entry visa has been successfully extended.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- The visa must be valid.
- Validity of the residence period.
- Fee payment.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Self-service machines,  
Mobile Applications, E-Portal,  
service centers





## Extending a visitor's visa



### Service Description:

Field: Residents' Affairs and Visitors

An electronic service provided by the Ministry of Interior, which enables resident individuals to request an extension of a visit visa to benefit from staying in the Kingdom of Saudi Arabia.



### Steps to Obtain the Service:

- Log in to Absher platform.
- Choose passport services from the list of electronic services.
- Choose the service (extending a visit visa).
- Enter the required data and attachments.
- Pay the fees.
- Submit your application.



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- The visa to be extended must be valid and remain valid
- a week or less.
- No traffic violations for the visitor

- The presence of the visitor inside the Kingdom.
- The validity of the visitor's passport.
- Pay the fees.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal



## Inquire about exit and re-entry visa status - Absher



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description:

Field: Residents' Affairs and Visitors

This service is used to inquire about an exit and re-entry visa, showing the type, validity and details of the visa.



### Steps to Obtain the Service:

- Press the Service link
- Log in Absher Platform.
- Enter (services of the warranted)
- Press on (Inquiries), then (Exit and re-entry visa status)
- The visa details will show for you.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The residence license number.
- The guarantor ID number
- The visual code.

- The Visa or Passport Number.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal



## Return request



Ministry of Interior  
Kingdom of Saudi Arabia

Field: Residents' Affairs and Visitors



### Service Description

This service enables all residents (regular and non-compliant) and holders of visitor and tourist visas within the Kingdom of Saudi Arabia to submit a request to their countries electronically through the Absher platform, and after approving their request, the procedures of their travel will be coordinated. The service also enables the applicant to inquire about a previous request.



### Steps to Obtain the Service:

- From the Absher platform, click on the "Return Request" service.
- Enter the required information.
- Submit the request.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The applicant shall have a fingerprint on the system.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal



## Inquire about the validity of the visa



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Residents' Affairs and Visitors

An electronic service provided by the Ministry of Interior, which enables the beneficiaries to inquire about the validity of the visa.



### Steps to Obtain the Service:

- Log in to the E-portal (Absher)
- Select (Residents) from the main menu.
- Select the visa services from the electronic services list
- Enter the required data (the resident permit number, The employer ID Number, the visual code, the visa number and the passport number)
- The system shows the visa data.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal



## Inquire about the validity of the visa



Ministry of Interior  
Kingdom of Saudi Arabia

Field: Residents' Affairs and Visitors



### Service Description

An electronic service provided by the Ministry of Interior, which enables the beneficiaries to inquire about the validity of the visa.



### Steps to Obtain the Service:

- Log in to the E-portal (Absher)
- Select (Residents) from the main menu.
- Select the visa services from the electronic services list
- Enter the required data (the resident permit number, The employer ID Number, the visual code, the visa number and the passport number)
- The system shows the visa data.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal



# Request a permission to enter Makkah Al-Mukarramah during the Hajj season for domestic workers



Ministry of Interior  
Kingdom of Saudi Arabia



## Service Description

Field: Hajj and Umrah

This service aims to enable the registered and activated user to create a request for issuing a permit to enter Makkah Al-Mukarramah during the Hajj season for his domestic workers, and he will be notified that his request has been made, and he can print the permit if approved.



## Steps to Obtain the Service:

- Log in to the Absher platform and select My Services, then Passport Services.
- Select an entry permit to Makkah during the Hajj season for domestic workers.



## Service fees and conditions:

### Service fees:

- No Fees.

### Terms of Service:

- The start and end date of the permit must be within 1 – 12 till 12 – 20.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher Application



## Inquire about data and family members – Data Dashboard



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Personal Documents

The service enables the beneficiary to view electronically his data, his family members and the data registered in the civil affairs to ensure benefit and verify the requirements of other government entities, without the need to visit the civil affairs offices.



### Steps to Obtain the Service:

- Log in to Absher platform.
- Choose the data dashboard



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registered and active user account on the Absher platform.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal







## Change the profession for the expatriate



### Service Description

Field: Jobs and Employment

An electronic service provided by the Ministry of Interior enables the beneficiary to apply for a profession change for the expatriate.



### Steps to Obtain the Service:

- Log in to Absher platform.
- Select (Professions) from the main list.
- Go to passport services from the electronic services list.
- Apply for a request change profession.
- The system verifies that there are no observations preventing the modification of the profession, Then the employer must check the passport offices to print

the residence or choose Saudi Post - Wasel.



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- The approval of the Ministry of Human Resources and Social Development and the absence of any observations on Profession modification.
- Change of residence due to change of profession.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal



## Security reports ( Kulluna Amn App)



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Safety and Environment

A service that allows the citizen and the resident to electronically submit security and criminal reports and reports related to infringement of personal life, threats, impersonation, Extortion, hacking of social media accounts, defamation, fraud, and other criminal offenses and security reports, Through the application (Kulluna Amn).



### Steps to Obtain the Service:

- Download the application (Kulluna Amn) from the Android store or the Apple store.
- Open the application and submit the report.
- The notification is received and acted upon by the competent authorities.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Enter ID number
- Enter Phone Number



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
Auto Reply



## Traffic Reports (Kulluna Amn App)



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Safety and Environment

An electronic service through the application (Kulluna Amn) that allows citizens and residents to submit traffic reports.



### Steps to Obtain the Service:

- Download the application (Kulluna Amn) from the Android store or the Apple store.
- Open the application and submit the report.
- The notification is received and acted upon by the competent authorities.



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- Enter ID number
- Enter Phone Number



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
Auto Reply





## Electronic crimes Reports



### Service Description

Field: Legal Affairs

An electronic service provided by the Public Security Directorate, which enables the beneficiary to report electronic crimes of all kinds through the application of Kulluna Amn



### Steps to Obtain the Service:

- Enter the portal of the Ministry of Interior (Absher).
- Enter the Public Security Services.
- Select the electronic crime report.
- Choose the type of report and fill in the required.
- After you submit your report, you will be provided with a report reference number.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Kulluna Amn App



## Report a Suspect



### Service Description

Field: Legal Affairs

An electronic service provided by the Public Security Directorate, which enables the beneficiary to report any suspect that may affect internal security.



### Steps to Obtain the Service:

- Log in to the electronic services on the Ministry of Interior portal (Absher).
- Submit the report



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-portal





## Driving license renewal



### Service Description

Field: Personal Documents

An electronic service provided by the Public Security Directorate, which enables the beneficiary to renew a private driving license and a motorcycle driving license.



### Steps to Obtain the Service:

- Enter the (Absher) E-portal, and select (My Services).
- Select traffic services from the list of electronic services.
- Select the (driving license renewal) service.
- Click on (select license), then select the type of license with (private driving license),
- and the number of years (2 - 5 - 10 years), and press (Next).
- Confirm the Renewal
- The license is renewed successfully.



### Service fees and conditions:

#### Service fees:

- 40 SAR

#### Terms of Service:

- The remaining period of the driving license is less than 180 days.
- Payment of fees or late fines, if any, electronically through the system.
- Payment of traffic fines, if any, electronically through the system.
- The availability of a fingerprint and a photo of the applicant in Absher individuals.

- The applicant must be alive.
- Passing the medical examination according to the following conditions:
- Needs to be physically fit.- Needs to be mentally fit according to a medical report.
- to pass sight examination.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Services centers





## Renewal of the vehicle's driving license (form)



### Service Description

Field: Automotive and Transport

An Electronic service enables beneficiaries to renew the vehicle's license.



### Steps to Obtain the Service:

- Log in to (Absher) E-portal.
- Select electronic services.
- Select (Traffic).
- Select (Vehicle Services).
- Select the vehicle.
- Click on (Renew vehicle form).
- Confirm the renewal process.
- The beneficiary will be notified of receipt of the request confirmation



### Service fees and conditions:

- Service fees:**
- 100 SAR/Year
- Terms of Service:**
- Payment of renewal fees
  - A vehicle check-up.
  - Vehicle's Insurance
  - Payment of all traffic fines



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Mobile Apps  
Services Center  
E-Portal





## Cancellation of the Hajj permit



### Service Description

Field: Hajj and Umrah

A service that enables you to cancel the Hajj permit for you, your family members, and your warranted persons. In this case to cancel the permits of those accompanying to the Hajj, you must log in to Absher and cancel it, or cancel it for those who cannot use Absher through affairs for citizens and passports for residents.



### Steps to Obtain the Service:

- Log in to Absher platform
- Select my services
- Ministry of Hajj services
- Print Hajj permit by Al-Haj



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- A registered and activated account for the service user on the Absher platform.
- An active Hajj permit.
- A permit not read by the security authorities.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps





## Data of new employment and visitors - Absher



Ministry of Interior  
Kingdom of Saudi Arabia

Field: Residents' Affairs and Visitors



### Service Description

The service displays to citizens and residents a statement of all workers and visitors who have come to the Kingdom during the last three months and have not been issued residency permits.



### Steps to Obtain the Service:

- Log in to the Absher platform.
- Enter (warranted services).
- Click on (inquiries).
- Click on (new workers and visitors).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Employer number.
- The Birth year of the employer.
- Enter the visual code.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps





## Residency Renewal - Absher



### Service Description

Field: Jobs and Employment

The service enables the individual to renew the ID of the resident (residence) to one of the family members or registered domestic workers via Absher.



### Steps to Obtain the Service:

- Enter the username or ID number and password using the Absher platform for Individuals.
- A text message will be sent to the mobile number registered with Absher.
- You will be logged into the Absher services home page.
- Click on electronic services, and select warranted services.
- Select (Residency Renewal) from the list.
- Read the service instructions, and press (Next).
- Select The expatriate who wants to renew his residency.
- Choose the period, Confirm the data and renew the residence.



### Service fees and conditions:

#### Service fees:

- 600 SAR for the resident.
- 500 SAR for a resident family member after reaching the legal age of 18 years.

#### Terms of Service:

- Payment of residence renewal fees and late fines, if any.
- Payment of traffic violations registered on the expatriate.
- The presence of a fingerprint and a photo of the expatriate at the passport

system, and of the family member who is more than 15 years old.

- Expatriate passport validity at the time of renewal.
- The presence of the expatriate on Saudi land.
- The expatriate can not be registered as absent from work.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps





## Issuing a final exit visa during the probationary period - Absher Individual

Field: Residents' Affairs and Visitors



### Service Description

It is a service that allows individuals to issue a final exit visa for their workers (domestic workers) during the probationary period (90 days), starting from their entry into the Kingdom, through the platform Absher individuals



### Steps to Obtain the Service:

- Enter the Absher platform.
- Select (Absher individuals).
- Log in with your username or ID number and password on the platform
- Absher individuals.
- You will receive a text message to your mobile number registered in Absher, please enter it in
- next window.
- Select (Services) in the (warranted Persons Services) icon, then select (a final exit visa during the probationary period ). After reading the conditions for implementing the service, select (continue).
- Select the expatriate for whom you wish to issue a final exit visa from the Employment list , then press (Next).
- Fill in the required fields on the (workers' data) screen, then select (Next) on the (order confirmation) screen after reading and agreeing to the terms and conditions,
- Select (issuance of the final exit visa).
- You will receive a message: The visa has been issued successfully.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Valid Visa.

- Fingerprint.
- Border number.



### Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

Self-service machines,  
Mobile Apps, E-Portal ,  
service centers





## Cancellation of exit and re-entry visa for the warranted

Field: Residents' Affairs and Visitors



### Service Description

An electronic service provided by the General Directorate of Passports through the Absher platform, which enables the beneficiary to cancel an exit and return visa for the Warranted



### Steps to Obtain the Service:

- Log in to (Absher) portal.
- Select (Services) from the main menu.
- Go to visa services from the list of electronic services.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- Log in to Absher.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps





## Cancellation of a Final exit visa for the warranted

Field: Residents' Affairs and Visitors



### Service Description

An electronic service provided by the General Directorate of Passports through the Absher platform, which enables the beneficiary to cancel a final exit visa for the Warranted



### Steps to Obtain the Service:

- Log in to (Absher) portal.
- Select (Services) from the main menu.
- Go to visa services from the list of electronic services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An account on Absher.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps





## Road safety Reports (Kulluna Amn App)



### Service Description:

Field: Safety and Environment

A service that allows citizens and residents to submit security and traffic reports and request humanitarian assistance outside the urban area.



### Steps to Obtain the Service:

- Download the application (Kulluna Amn) from the Android store or the Apple store.
- Open the application and submit the report.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- ID number
- Phone Number



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
Auto Reply





## Issuance of a sailing permit



### Service Description:

Field: Automotive and Transport

An e-service provided by the General Directorate of Border Guards, which enables beneficiaries to issue sailing permits for the following purposes: diving, fishing, picnicking, private outings, research, renting, boats, marine agencies, government mediation, transportation So, hunting according to the Saudization system, adultery for a fee, transporting a passenger, Marine sports.



### Steps to Obtain the Service:

- Enter the border guards portal for electronic services (Zawul).
- Enter the hunting and fishing services.
- Click on (Issue a Sailing Permit) from the Marine Media Management menu.
- Select the permit type.
- Select the sailing period.
- Select the sailing date.
- Select the navigation areas.
- Select the owner's available media.
- Enter the details of the marine craft and the details of the escorts, then click on the (send) icon to issue the sailing permit directly.
- The result will be shown directly to you



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Marine driving license.
- National ID, Residency or passport.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal





## Issuance of driving license



### Service Description:

Field: Personal Documents

The service allows citizens and residents to take the necessary procedures to obtain a driving license that allows them to drive legally in the Kingdom.



### Steps to Obtain the Service:

- Enroll in driving lessons by selecting one of the available driving schools, if you hold a valid international or foreign license, please skip to step 5.
- Fill in the required information on the registration form.
- Once your application is accepted, you will receive a message confirming your registration.
- You must perform and pass the necessary hours and requirements for all parts of the driving test, including the practical and theoretical stages, under the supervision of the General Traffic Department.
- Applicants are exempted from the test if they hold a valid foreign or

international driving license recognized by the competent department in the Kingdom.

- To follow up on the status of your license, log in to your Absher account. Click on (My Services), then select (Inquiries), then select (Traffic), and then select (Inquire about driving license information).
- Enter the required information, including the national ID or Iqama number and date of birth.
- Click (View) to display all information related to the driver's license
- your own.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- The applicant must be at least 18 years old.
- The applicant must submit a valid medical examination, as the required medical examination is a general examination of the applicant to ensure his safety and ability to drive a car, including: a vision examination (an appointment is reserved for the theoretical driving test in approved driving schools), blood

type, and others, This examination can be performed at any governmental or private medical center associated with the traffic.

- The applicant must bring a copy of his civil status card.
- The applicant must submit 6 photographs, size (4 \* 6).
- The applicant must pay the required fees.
- The applicant must submit a file to keep the documents.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal  
Mobile Apps







### Service Description:

Field: Safety and Environment

A service that allows citizens and residents to submit security and traffic reports and request humanitarian assistance outside the urban area.



### Steps to Obtain the Service:

- Download the application on your mobile phone
  - Register in the application by filling in your data.
  - Enter the information of a close person to contact him if necessary.
  - Determine the location of the accident.
  - Select the type of accident.
  - confirm the report.
- You will receive a text message informing you that the report has been received.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Download the App.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
Auto Reply





## receiving suggestions and complaints Grep



### Service Description:

Field: Safety and Environment

The service allows beneficiaries to submit complaints and suggestions electronically, and transfer them to the concerned authority to deal with them, with department managers following up on the status of the complaint until it is closed.



### Steps to Obtain the Service:

- Fill out the electronic form through the portal of the General Directorate of Civil Defense.
- Click on (Send).



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-portal  
Mobile Apps





## Safety Report



### Service Description

Field: Safety and Environment

An electronic application provided by the General Directorate of Civil Defense, which enables the beneficiary to submit reports of safety violations, where the preventive supervision teams proceed with the report, and remove the violation to prevent damages from occurring, God forbid.



### Steps to Obtain the Service:

- Download the application, register and login.
- Enter the reporter information.
- Enter the violation data.
- Locate the violation place
- Send Request



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps





## Cancellation of exit and re-entry visa or final exit

Field: Residents' Affairs and Visitors



### Service Description

An electronic service provided by the General Directorate of Passports through the Absher platform, which enables the beneficiary to cancel an exit and re-entry visa for the warranted.



### Steps to Obtain the Service:

- Log in to (Absher) portal.
- Select (services) from the main menu.
- Go to visa services from the list of electronic services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No prior violation of non-cancellation of an issued and unused visa. The cancellation process must be completed within 90 days from the date of issuance of the visa, or before the date of return shown on the visa (whichever comes first).
- In case that the visa is not canceled within the specified period, fines will be

applied according to the regulations.

- The presence of the individual for whom the visa is to be canceled is inside Saudi territory when the visa is canceled



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Issuance of exit and re-entry visa

Field: Residents' Affairs and Visitors



### Service Description

An electronic service provided by the General Directorate of Passports, which enables those who have family members or domestic workers to issue an exit and return visa for them.



### Steps to Obtain the Service:

- Log in to the Absher portal.
- Go to visa services from the list of electronic services.
- Select the person for whom you wish to obtain an exit and re-entry visa
- Enter the required data.
- Click on the (Issue an exit and re-entry visa) icon.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- Payment of visa fees.
- Payment of all traffic fines for the escort or the worker and the employer.
- The absence of a previous violation of non-revocation of the visa, its source and unused presence of the individual to whom the visa is to be issued within Saudi territory when the visa is issued.
- The validity of the passport for the individual to whom the visa is to be issued should be 60 days for final exit and 90 days or more for exit and return.
- Validity of residency for the individual to whom the visa is to be issued.
- The individual for whom the visa is to be issued shall not have a vehicle registered in my name upon issuance of the final exit visa.
- The presence of a fingerprint for the individual to whom the visa is to be issued ( for males and females from 15 years old or more)



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## General inquiry about health insurance validity for residents only



### Service Description

Field: Residents' Affairs and Visitors

This electronic service allows residents to check the validity of health insurance in their records at the Ministry of Interior.



### Steps to Obtain the Service:

- Access to electronic services.
- Click on Family Members Inquiries, then inquire about health insurance.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- Residency number
- The Visual code



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Public inquiry about the arrival of workers

Field: Residents' Affairs and Visitors



### Service Description

This service displays to the citizen and employer a statement of all the workers who have entry and return visas, and a statement of the visa information, in addition to the date and port of last entry to the Kingdom.



### Steps to Obtain the Service:

- Access to electronic services.
- Click on workers inquiries, then inquire about the return of workers from abroad.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The guarantor ID number.
- Residence permit number.
- Residency expiry date.
- visual code.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Public inquiry about the eligibility to perform Hajj



### Service Description

Field: Hajj and Umrah

This electronic service allows citizens and residents to inquire about their eligibility to perform Hajj this year by making sure that they have not performed Hajj in the past five years.



### Steps to Obtain the Service:

- Log in to (Absher) portal.
- Go to electronic inquiries passports.
- Click on the general inquiry about the eligibility to perform Hajj.
- Enter the ID number and the visual code.
- Click on (View).



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- ID number or a valid residence number.
- Enter the visual code



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App







## Commissioner of a vehicle I own



### Service Description

Field: Automotive and Transport

A service that enables an individual to add a commissioner to drive his vehicle electronically.



### Steps to Obtain the Service:

- Enter the Absher E-portal.
- Enter the national ID number or residence number, visual code.
- Enter the authorization and delay the vehicle authorization.
- Select Commissioner for vehicles I own.
- Enter the identity of the person to be commissioned.
- The other party accepts the commission.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The authorized person can drive the vehicle inside or outside the Kingdom according to the specific type of authorization (external or internal).
- The external authorization authorizes the authorized person to drive the vehicle internally, or the authorization is internal.
- It is not possible to add more than one delegate to a vehicle, whether

internally or externally.

- That the vehicle registration is valid and that there is no report on it, or that it does not have insurance.
- The presence of a valid private driver's license for the authorized person.
- The delegation is from a citizen to another citizen or from a citizen to his warranted person.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## General information about the validity of the residence



### Service Description

Field: Residents' Affairs and Visitors

This electronic service allows citizens and residents to inquire about the validity of the residence permit and the date of its expiration, whether it is valid or expired.



### Steps to Obtain the Service:

- Login to the Absher platform.
- Enter the ID or residence number.
- The visual code.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Commissioner of a vehicle I own



### Service Description

Field: Automotive and Transport

A service that enables an individual to add a commissioner to drive his vehicle electronically.



### Steps to Obtain the Service:

- Enter the Absher E-portal.
- Enter the national ID number or residence number, visual code.
- Enter the authorization and delay the vehicle authorization.
- Select Commissioner for vehicles I own.
- Enter the identity of the person to be commissioned.
- The other party accepts the commission.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The authorized person can drive the vehicle inside or outside the Kingdom according to the specific type of authorization (external or internal).
- The external authorization authorizes the authorized person to drive the vehicle internally, or the authorization is internal.
- It is not possible to add more than one delegate to a vehicle, whether

internally or externally.

- That the vehicle registration is valid and that there is no report on it, or that it does not have insurance.
- The presence of a valid private driver's license for the authorized person.
- The delegation is from a citizen to another citizen or from a citizen to his warranted person.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## Authorization to receive female workers arriving for employment.



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Jobs and Employment

Enabling the user to authorize whomever he wishes to receive his warranted woman that is coming to work.



### Steps to Obtain the Service:

- Log in to the Absher platform.
- Select "Authorization".
- Click on "Authorization to Receive Female Workers Arriving for Employment."



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Female workers arriving for employment can be received from the following airports: King Khalid International Airport, King Abdulaziz International Airport, King Fahd International Airport, Prince Mohammed bin Abdulaziz International Airport.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## General inquiry about vehicle insurance validity



### Service Description

Field: Automotive and Transport

This service enables citizens and residents to electronically inquire about vehicle insurance eligibility.



### Steps to Obtain the Service:

- Login to electronic services, then vehicle inquiries.
- Click on the vehicle insurance validity.
- Enter the ID number, plate number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Vehicle authorization applications are pending approval



### Service Description

Field: Automotive and Transport

This service enables individuals to electronically approve or reject authorization and those activated on the Absher platform to drive a vehicle.



### Steps to Obtain the Service:

- Log in to the Absher platform.
- Select authorization.
- Approval or refusal.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- The delegate must accept the authorization on the date it is issued.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Vehicle user cancellation

Field: Family matters and life events



### Service Description

To Enable an individual to electronically cancel an actual user of one of the vehicles owned by him.



### Steps to Obtain the Service:

- Enter the Ministry of Interior's portal (Absher).
- Access electronic traffic services.
- Choose Vehicle Services.
- Select Vehicle Management.
- Select the vehicle.
- Choose «Authorization», through which users can be cancelled.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registration and activation on the Absher portal.
- The authorization cannot be revoked in case of violations against the authorized person.
- Validity of the vehicle form.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## Comprehensive inquiry about traffic violations



### Service Description

Field: Automotive and Transport

An electronic service provided by the Public Security Directorate, which enables the beneficiary to inquire about the traffic violations registered against him or a member of his family or the warranted individuals by him.



### Steps to Obtain the Service:

- Enter the (Absher) E-portal.
- Enter the national identity number or residence number, and the visual code.
- Enter the electronic services and choose the password.
- Select inquire about traffic violations.
- After entering the service, enter the ID number of the applicant and the visual code.
- After submission: The system will review the violations, if any, along with their details.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- National identity or residence.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App







## Objection to traffic violations



### Service Description

Field: Automotive and Transport

An electronic service provided by the Public Security Directorate, which enables the beneficiary to inquire about the traffic violations registered against him or a member of his family or the warranted individuals by him.



### Steps to Obtain the Service:

- Log in to the Ministry of Interior portal (Absher).
- Select (my services).
- Select (traffic services).
- Select (object to traffic violations).
- The recorded violations will appear to you.
- Determine the Violation you want.
- Select the reason for the objection and press (Submit the objection to the violation).
- You will receive a text message on your registered number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Prisoners visiting times



### Service Description

Field: Family matters and life events

This service enables prisoners registered in the prison system to book appointments to visit their relatives.



### Steps to Obtain the Service:

- Log in to the Absher electronic system portal.
- Appointments < General Directorate of Prisons < Book an Appointment.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The user shall be registered in the prison system, as a visitor to a specific prisoner.
- An appointment shall be booked. The appointment must be booked a period before the visit.
- A visitor cannot be attended to if his appointment is on a day other than the

booked day.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Notarization of lease contracts



### Service Description

Field: Housing, municipal services and utilities

This service enables individuals to notarize the rental contracts established through the electronic network of rental services referred to in the following name (Rental) and registered with the national identity or the identity of the resident, whether he is a lessor, tenant or agent tenant.



### Steps to Obtain the Service:

- Enter the rental contract registration service.
- Enter the tenant information and press (check).
- Select the property or rental units.
- Enter the data of the rental contract and accompanying persons, then press (next).
- Enter the value of the annual rent for the unit and for public services, then click on (Next).
- Click on (submit contract for notarization).
- The contract is notarized by the lessor and the lessee through (Absher).



### Service fees and conditions:

- Service fees:**
- 200 SAR
- Terms of Service:**
- The presence of pre-added real estate instruments.
  - The presence of pre-added residential real estate.
  - The presence of pre-added rental units.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## Hajj Permit



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Hajj and Umrah

A service that enables campaign employees to issue Hajj permits for pilgrims who are registered as part of their campaign in the Ministry of Hajj systems and whose data is electronically transmitted to the systems of the Ministry of Interior, and enabling pilgrims to print permits after issuance.



### Steps to Obtain the Service:

- Log in to the Absher platform.
- Choose the Hajj Permits service.
- Enter the civil ID number of the pilgrim, their date of birth, and then click on "Issue Hajj Permit".



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- Registration of pilgrims and the campaign in the system of the Ministry of Hajj.
- Registering and introducing campaign users on the (Absher) portal through passports and civil affairs.
- Inclusion of Al-Haj name within the registered campaign.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Electronic inquiries about travel restrictions and the provision of services

Field: Family matters and life events



### Service Description

This service enables individuals to inquire about any travel restrictions and the provision of services registered on them, and to see its details.



### Steps to Obtain the Service:

- Enter the lease contract registration service.
- Enter the tenant's information and click "Verify".
- Select the property or rental units.
- Enter the lease contract details and accompanying information, then click "Next".
- Enter the annual rent amount for the unit and for general services, then click "Next".
- Click on "Send Contract for Authentication".
- The contract will be authenticated by both the lessor and the lessee through Absher.



### Service fees and conditions:

- Service fees:**
- No Fees.
- Terms of Service:**
- Registering and identifying pilgrims and campaigns in the Ministry of Hajj system.
  - Register and identify campaign users on the Absher portal through passports and civil affairs.
  - Include the pilgrim's name in the registered campaign.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## General inquiry about vehicles/vehicles for which I am authorized



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Automotive and Transport

This service enables citizens and residents to manage all driving authorizations and actual user authorizations authorized to them by other car owners.



### Steps to Obtain the Service:

- Login to your account on the Absher platform.
- Choose electronic services authorizations.
- Click on the sector review authorization icon, then inquire about vehicle authorization, vehicles I am authorized for.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Log in to Absher account
- Traffic services.
- Vehicle authorization inquiry.
- Choose Vehicles which I am authorized for.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Electronic inquiries for expatriate affairs



### Service Description

Field: Jobs and Employment

This electronic service allows citizens and residents to inquire about their recruitment requests.



### Steps to Obtain the Service:

- Log in to the electronic services.
- Click on My Services Inquiries.
- Select the General Administration of Expatriate Affairs..



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- The guarantor ID number.
- The Issued number.
- Visual code.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Request a resident report



### Service Description

Field: Jobs and Employment

The service enables the employer to extract the basic information of domestic employment and print it electronically



### Steps to Obtain the Service:

- Enter on the platform of the Ministry of internal affairs.
- Select my services and then passport services.
- Click on the request for a resident report.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- This report is not an official document to prove the assessment, and is considered as an update report for the purpose of submitting to the concerned entity to implement some services at the entity.
- The validity of the report is 30 days from the date of issuance of the report,

and it is considered canceled after that, and the validity of the report can be verified by the entity, through the Absher information service through the reference number of the report and the resident's residence number.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App







## Data of new employment and visitors Absher



### Service Description

Field: Jobs and Employment

The service displays to citizens and residents a statement of all workers and visitors who have come to the Kingdom during the last three months and have not been issued residency permits.



### Steps to Obtain the Service:

- Log in to the electronic services.
- Click on My Services Inquiries.
- Select the General Administration of Expatriate Affairs.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Employer number.
- The Birth year of the employer.
- Enter the visual code.

#### Service input:

- Employer number.

- The Birth year of the employer.
- visual code.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App



## Improvement



Ministry of Interior  
Kingdom of Saudi Arabia



### Service Description

Field: Family matters and life events

To enable individuals to communicate with the Ministry of Interior agency for civil affairs and facilitate the procedures for filing complaints, observations and proposals to the general departments of conditions in the regions and governorates.



### Steps to Obtain the Service:

- Enter on the platform of the Ministry of internal affairs.
- Select My services.
- Then select civil affairs services.
- Click improvement service.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Authorizing Absher services



### Service Description

Field: Family matters and life events

Enables individuals to issue or revoke authorization for another authorized user and to use specific services in the electronic platform Absher.



### Steps to Obtain the Service:

- Log in to the Ministry of Interior platform.
- Choose the authorization service.
- Then click on Absher Services Authorization.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- The commissioner accepts his addressee's request.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Authorize Sector Review



### Service Description

Field: Family matters and life events

It also enables individuals to provide others to review the sector and carry out work and transactions on their behalf.



### Steps to Obtain the Service:

- Log in to the Ministry of Interior platform.
- Select authorization.
- Then click on Authorize Sector Review.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The authorized person must be at least 18 years old.
- The delegate can authorize another user for a specific sector and a specific service.
- It is not possible to delegate more than one delegate to the same service in the same sector for the same period of time by the same delegate.

- The authorization period is seven days from the date the authorization is issued.
- The service cannot be used by a wanted or deceased user, whether authorized or authorized for.



Customer services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Absher App





## Change the profession for the expatriate



### Service Description

Field: Residents' Affairs and Visits

An electronic service provided by the Ministry of Interior enables the beneficiary to apply for a profession change for the expatriate.



### Steps to Obtain the Service:

- Log in to Absher platform.
  - Select (Professions) from the main list.
  - Go to passport services from the electronic services list.
  - Apply for a request change profession.
- The system verifies that there are no observations preventing the modification of the profession, Then the employer must check the passport offices to print the residence or choose Saudi Post Wasel.



### Service fees and conditions:

#### Service fees:

- 1000 SAR

#### Terms of Service:

- The approval of the Ministry of Human Resources and Social Development and the absence of any observations on Profession modification.
- Change of residence due to change of profession.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Mobile Apps  
E-Portal





## Verify the result of the expatriate labor examination



### Service Description

Field: Residents' Affairs and Visits

An electronic service provided by the Ministry of Health, which enables the expatriate labor examination result to be sent to the passport office electronically without the need to visit the health center.



### Steps to Obtain the Service:

- Click on the service link.
- Enter the limits number of the warranted.
- Enter the guarantor's ID number.
- Select the Examination type.
- Enter the verification code.
- Click on (Search).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Warranted border number and guarantor's number.



Customer  
services:

Website: [www.moi.gov.sa](http://www.moi.gov.sa)  
Phone Number: 920020405

E-mail: [info@moi.gov.sa](mailto:info@moi.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E-Portal



# Ministry of Health

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وزارة الصحة  
Ministry of Health





## Taking the coronavirus vaccine at home for expatriates of all ages



### Service Description

A service provided by Ministry of Health, to take care of the health and safety of adults who are eligible for vaccination and to prevent coronavirus infections, To reduce the burden of having to go to vaccination centres to get vaccinated, where specialised medical staff work to provide vaccination service at home for all ages of expatriates, thus ensuring them the necessary health care during their presence in the family environment, taking into consideration the precautionary and preventative steps recommended by (health).



### Steps to Obtain the Service:

- visit the e-portal of the Ministry of Health.
- Select e-services.
- click on the service of taking the coronavirus vaccine at home for all age of expatriates.
- or call 937



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- All ages of expatriate.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

E- portal



## Booking an appointment for vaccinations



### Service Description

An electronic service provided by the Ministry of health through the Sehaty application, enables the beneficiary to book an appointment for vaccinations through the nearest health center safely.



### Steps to Obtain the Service:

- Enter the link of the application (Sehaty) on the Google Store or Apple Store.
- Download the application.
- register/fill your data
- Go to (services), and then (vaccinations).
- Click on (dependent vaccinations), and select the intended vaccination dependent, then click on Book an Appointment.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Request for accreditation of vaccine has been taken outside the Kingdom



### Service Description

The service allows citizens and residents to submit requests for adding Corona vaccines accredited by the kingdom of Saudi Arabia, which has been taken outside the kingdom, to the regulations of the Ministry of Health; in order to process them and add them in the application( Tawaklna).



### Steps to Obtain the Service:

- Visit the Ministry of health e-portal.
- click on eservices.
- Choose ( vaccine accreditation application service )



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Check the correctness and accuracy of the entered data.
- The presence of a national ID, or a resident ID
- The entered documents should be in PDF format, and their size should not exceed 1MB.
- Check that the certificate matches the following requirements:
  - The certificate should include personal information.
  - It must be issued in one of the following languages: Arabic, English, French or a certified translation into Arabic.

- The certificate should contain the name of the vaccine, its date, and the operational number.
- Required documents
- Passport copy, vaccination certificate copy.
- If there is an existing application, no new application can be submitted.
- Those who do not have a national ID, or a resident ID (Saudi residency), and wish to visit the kingdom, can register their vaccine electronically
- The Medical Commission reserves the right to reject the application or to impose additional requirements as it deems appropriate after its review



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Prescription and medication review service



### Service Description

The service enables the beneficiary to obtain medicines from commercial pharmacies through remote consultation through Ministry of Health channels, where they can contact the Ministry of Health's contact centre (937), and use the application (sehaty) to obtain an electronic prescription that can be disbursed from the patient's nearest pharmacy without the need to visit the doctor.



### Steps to Obtain the Service:

- Sign in through the (sehaty) app.
  - Select (Health Profile), then click on medicines and prescriptions.
  - The list of prescribed prescriptions and their details appears (tab prescriptions), as well as the medicines that were added manually (in the medicines tab).
  - The user can add a new drug, fill in the details of the use of the drug.
- the app will send reminder alarm for taking the medicine.



### Service fees and conditions:

- Service fees:**
- No fees.
- Terms of Service:**
- create an account on Sehaty app.
  - required data phone number.
  - National ID or residents ID number.
- Date of birth (DOB).



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Application in the program of visiting health expatriate forces in Hajj

Field: Work and employment



### Service Description

The service enables people wishing to join the visiting expatriate Forces program during the Hajj period (health sector expatriates from inside and outside the kingdom )to submit job applications automatically without the need to personally come to the ministry's headquarters.



### Steps to Obtain the Service:

- click on the service's link.
- choose the type of contract.
- enter the employee number.
- enter the ID or the resident ID number.
- click on sign in.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- create a user account on e-portal.
- Prepare academic certificates and previous experiences.
- Professional Classification Card issued by Saudi Commission for Specialties

Health.Profession Status Card for Saudis, Residence Permit for Residents, Passport.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Seeking treatment for addiction



### Service Description

The service allows citizens to get a placement for treatment at Care Centers (Erada).



### Steps to Obtain the Service:

- Register as a user in the e-portal.
  - Fill out the psychotherapy application form.
  - Submit the request.
  - After confirming the full conditions and data, the application will be transferred to the administrative communications officer.
  - The application will be supplied by internal regulations.
- The applicant receives notification via text message.
  - will complete the rest of the procedure internally



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- ID copy
- medical report



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

E- portal



## Booking medical appointments



### Service Description

Field: health services

The service allows the beneficiary and his family members to book appointments in primary health care centres through the system's website (appointment) in addition to the application (sehaty) available through e-stores. Through this service, it is possible to book an appointment for reproductive health care services, motherhood, and childhood, and the appointment application also allows the possibility of booking a reproductive health care services through primary care centers, such as vaccinations, pregnancy follow-up, healthy child clinic, family medicine.



### Steps to Obtain the Service:

- sign in on sehaty app
  - click on ( my appointments)
  - To book a new appointment:
  - Click on (book an appointment), select the health center and service and specify the date and time of attendance.
  - To review upcoming/ past appointments:
- click on (my appointments).



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Absher account.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Appointments reschedule



### Service Description

The service provides the possibility of rescheduling appointments for the beneficiary and his dependents in the primary health care centers and hospitals referred to them, through the electronic website of the appointment system, in addition to the application (sehaty) available through e-stores.



### Steps to Obtain the Service:

- Visit the Ministry of Health website.
- Go to the e-services index page, and then select individual services.
- Click on (appointments)
- Sign in with the username and password.
- Search for a suitable appointment.
- Click on appointment edit.
- Choose the new appointment, then confirm.
- A confirmation text message will be sent to you.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

E- portal





## Cancel appointments



### Service Description

Field: health services

The service provides the possibility of canceling appointments for the beneficiary and his dependents in the primary health care centers and hospitals referred to them, through the electronic website of the appointment system, in addition to the application( sehaty) available through e-stores.



### Steps to Obtain the Service:

- visit the Ministry of Health website.
- Go to the e-services index page, and then select individual services.
- click on (appointments)
- sign in with the username and password.
- search for the appointment.
- Select the required appointment and the language, noting that the beneficiary

- can cancel the appointment in hospitals 24 hours before the appointment, and for health centers 6 hours before the appointment.
- a confirmation text message will be sent to you



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- an account on Absher website.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Interactive Health Map



### Service Description

Field: health services

An easy-to-use e-service provided by the Ministry of Health, which provides for the visitors wide range of information and websites related to all healthcare facilities within the kingdom, including hospitals, laboratories, pharmacies and Red Crescent centers.



### Steps to Obtain the Service:

- visit the Ministry of Health website.
- Select the "interactive map " page in the main page.
- Choose how you want to display the institutions (either as a list or on a map).
- Choose the category of institutions that you would like to find.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Your online guide to mental health



### Service Description

Field: health services

An e-service provided by the National Center for mental health that provides comprehensive information about hospitals, private clinics, rehabilitation centers, associations and committees located in the kingdom, the services they provide, contact information, and other relevant information aimed at facilitating the user experience by finding an effective mechanism for obtaining information. For more information related to mental health services, you can visit the center's website, or download the "Qareebon" application.



### Steps to Obtain the Service:

- Visit the National Center of mental health.
- Choose the service category from the main page.
- Select the service from the sub-list.
- You will be directed to the service's guide.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Registration for coronavirus testing



### Service Description

A service that allows the user to make Corona examination in one of the approved examination centers by choosing the health center or the approved examination center and specifying the date and time of attendance with the possibility of reviewing the result.



### Steps to Obtain the Service:

- sign in on Sehaty App.
- Click on covid-19 Tests from the main page.
- The dosage list will be clarified with its indication.
- To book a new appointment: click on (book an appointment), read the instructions, answer the questions and then choose the vaccination center, Select the date and time of attendance.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- create an account on Sehaty App.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

E- portal



## Visiting doctors



### Service Description

visiting doctors is an service provided by the Saudi Ministry of Health to enable the healthcare practitioner to join the visiting doctor program to provide medical support temporarily across regions and governorates, according to the need for health practitioners with scientific and practical competencies to work in the ministry's hospitals.



### Steps to Obtain the Service:

- Log in to the health portal.
- Applying to join the system (visiting doctors).
- Approval of the application to join the system (visiting doctors).



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The user must first register in the Unified Access portal system before using the service, and the user must have a classification number in the health specialties authority.

- There are some procedures to get the service:
- The healthcare practitioner submits an application to join a healthcare practitioner.
- Approval of the application for joining by the General Administration.
- Review of need requests



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Children vaccination alert



### Service Description

Within the framework of the Ministry of Health's efforts to preserve the health of children in the Kingdom, and protect them and the categories of society from diseases, the ministry has established this service to remind parents of the dates of basic vaccinations against diseases targeted for immunization according to the new vaccination schedule of the Ministry of Health, where send a message reminding of the vaccination date on the mobile phone or e-mail one week before the child's vaccination date.



### Steps to Obtain the Service:

- Choose the preferred notification either by e-mail or by text messages.
  - Enter the verification code.
  - You will receive a message with the Activation Code.
  - Enter the activation code.
  - Enter the child name.
  - The child date of birth.
- Click on (add child).



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- You can add up to five children.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Recruitment Portal



### Service Description

Field: jobs and employment

This service enables people wishing to work in the Ministry of Health to apply for employment immediately and automatically without the need to personally come to the ministry,



### Steps to Obtain the Service:

- Visit the Ministry of Health website.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The employee must not be on duty at the Ministry of Health.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Sick Leave(s)



### Service Description

Field: health services

This service is concerned with the electronic issuance of sick leaves through linking the relevant entities represented by the Ministry of Health, the Ministry of Interior, the authorities of specialties, and the Ministry of Civil Service, where the service automates the procedures between these entities in an integrated manner through this allows the service provider from the health authorities to issue these certificates and share them electronically with the beneficiaries.



### Steps to Obtain the Service:

- Health establishments can access the service by registering on the Seha platform for electronic health services or by connecting electronically with health informatics systems. For e-linking instructions, please contact the Seha support team on the e-mail.



### Service fees and conditions:

#### Service fees:

- The service provides multi-subscription packages according to the needs of the health establishment from the private sector, and you can view the available packages when registering for the service, and for government establishments they are free.

#### Terms of Service:

- The health establishment should be authorized to issue sick leaves to its patients and their accompanying persons.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal





## Reception, preservation and end of the body procedures for burial within the kingdom



### Service Description

Registration of death cases and end procedures with the appropriate authorities, accelerated reporting to the expatriate representative (residents and visitors Affairs), determining the waiting period in the refrigerator for a particular duration, and burial of the body in the absence of a recipient or response.



### Steps to Obtain the Service:

- The service is provided by the death departments of health establishments and the Centers of forensic medical services in the regions.
- The security authority must be informed before transferring the body to the hospital.
- Medical examination and preservation procedures are completed after receiving the security letters.
- The data of the deceased is registered in the system by the number (residence, border, passport).
- A medical report and a certified copy of the death announcement are sent to the Security Authority (burial processes are conducted in accordance with the embassy or consulate of the deceased's country).
- The body is handed over by an official letter from the security entity that holds the body.
- The data of the recipient of the body about the death is confirmed and verified in the form for this and he is responsible for the deceased until the completion of burial procedures.
- The procedures of registration in the system of deaths and issuance of death notification and burial permit are completed electronically.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The medical costs are claimed from the beginning of the patient's admission

to the emergency department, provided that this claim has no effect on saving the patient's life.

- The signatures of two consulting doctors must be obtained from the establishment.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

E- portal



## Pre-marital examination



### Service Description

It is to conduct examinations for those who are about to get married to find out the presence of the characteristic of some hereditary blood diseases ( sickle-cell anemia and thalassemia )and some infectious diseases (viral hepatitis B, viral hepatitis C, acquired immunodeficiency (AIDS), in order to give medical advice about the possibility of transmission of these diseases to other parties or to children in the future, and to provide options and alternatives in front of the couple in order to help them plan a healthy family.



### Steps to Obtain the Service:

- Sign in on sehaty app
- Click on (appointments)
- To book a new appointment:
- Choose the service of the premarital examination clinic and choose the date and time of attendance.
- To review upcoming/ past appointments: Click on (my appointments)



### Service fees and conditions:

#### Service fees:

- Service for a fee in the government sector.

#### Terms of Service:

- Create an account on Sehaty App.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

health unit



## Eligibility for treatment in government health establishments 2nd category



### Service Description

Eligibility for treatment for a certain or special category of non-Saudis residing in government health institutions (contractors with the state and their contracts provide for treatment). this category of contractors are excluded from paying the costs of births.



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- State contractors must be eligible for treatment in the State's health establishments.
- They are entitled to treatment and benefit from the following services

except:

- (Dentistry-infertility-bone marrow transplantation-organ transplantation-cosmetic complementary surgeries-pregnancy follow-up)



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 1st Category ( Cases of domestic violence)



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the (abused).



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.
- 



### Service fees and conditions:

#### Service fees:

- Service for a fee in the government sector.

#### Terms of Service:

- They are entitled to treatment and benefit from the following services except:
- (Dentistry-infertility-bone marrow transplantation-organ transplantation-

cosmetic complementary surgeries-pregnancy follow-up)



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 2nd Category: Scholarship students and their families



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the (Scholarship students and their families).



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Must be granted a State University Scholarship
- They are entitled to treatment and benefit from the following services except.

- (Dentistry-infertility-bone marrow transplantation-organ transplantation-cosmetic complementary surgeries-pregnancy follow-up)



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 3rd Category: (People with disabilities, the elderly, orphans)



### Service Description

Field: health services

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the ((People with disabilities, the elderly, orphans)



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- They are entitled to treatment and benefit from the following services except:
  - Dentistry-infertility-bone marrow transplantation-organ transplantation-

cosmetic complementary surgeries-pregnancy follow-up.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 2nd Category: (Male and female prisoners during their sentences)



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the (Male and female prisoners during their sentences)



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- They are entitled to treatment and benefit from the following services

except:

- (Dentistry-infertility-bone marrow transplantation-organ transplantation-cosmetic complementary surgeries-pregnancy follow-up)



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 5th Category: (Pulmonary tuberculosis disease)



### Service Description

Eligibility for treatment for a certain category of non-Saudis residing in government establishments for tuberculosis patients( regular residents are treated with-out deportation) (expatriates who are diagnosed with tuberculosis before the issuance of the residence permit are deported after treatment directly )



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT





## Eligibility for treatment in government health establishments 4th Category: (Detained pending investigation)



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the (Those detained on condition pending investigation)



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- They are entitled to treatment and benefit from the following services except:
  - (Dentistry-infertility-bone marrow transplantation-organ transplantation-

cosmetic complementary surgeries-pregnancy follow-up)



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937


E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:


government  
hospital/ HEALTH UNIT




## Eligibility for treatment in government health establishments 7th Category: Epidemic diseases that affect society if not treated, such as Corona, FLUIN- IH,etc.

 **Service Description**

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the Corona, FLUINI, etc.

 **Steps to Obtain the Service:**

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.


 **Service fees and conditions:**

**Service fees:**

- Billing and paying of amounts is carried out in accordance with the treatment eligibility regulations


**Terms of Service:**

- No terms.

 **Customer services:** Website: [www.moh.gov.sa](http://www.moh.gov.sa) Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa) Response Hours: 24 hours

**Channels Service Delivery:** government hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 6th Category: (Patients with leprosy, Aids and viral hepatitis until they are deported)



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the (Patients with leprosy, Aids and viral hepatitis until they are deported)



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Quitting Smoking Assistance Service



### Service Description

According to the Saudi Directory of Quitting Services, a service that provides the best awareness and treatment practises for the segment seeking to quit smoking with trained and competent cadres; to achieve a model in efficiency locally, regionally, and worldwide.



### Steps to Obtain the Service:

- Make an appointment either by coming or using Sehaty App.
  - Sign in on Sehaty App.
  - Click on (appointment).
  - To book a new appointment: click on book an appointment.
  - Choose the service of the anti-smoking clinic and select the date and time of attendance.
- To view upcoming / past appointments click on (my appointments).
  - Or call 937.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The presence of eligibility to be treated in government health establishments



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for emergency and life-saving treatment



### Service Description

Eligibility for treatment in critical cases threatening the life of the patient or an organ or function following an accident, accidental or emergency health condition requiring rapid medical intervention.



### Steps to Obtain the Service:

- Arriving at hospitals by ambulance.
- Transfer a life-saving patient
- to general and specialized hospitals via the emergency call center



### Service fees and conditions:

#### Service fees:

- You will pay the fee after the hospital treatment.

#### Terms of Service:

- Treatment costs are claimed from the time the patient is admitted to the emergency room, as long as this claim has no impact on saving the patient's life.

- Emergency call center approval must be obtained for life-saving emergencies



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Issuance of birth



### Service Description

An e-system for registering birth certificates for citizens, residents and visitors in all hospitals authorized for childbirth operations, whether government or private, in order to document birth cases regularly and obtain an official birth certificate through the Civil Affairs branches.



### Steps to Obtain the Service:

- The service is provided by all health sectors.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Linking the establishment with the National Information Center.
- An accredited hospital is authorized for births.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



## Review notice and accompaniment



### Service Description

This service means issuing an electronic review or accompanying notice through the link with the Ministry of Human Resources and it is available to the beneficiary to obtain it, as the service automates the procedures between these entities integrally through the link.



### Steps to Obtain the Service:

- The service is provided by all health sectors.



### Service fees and conditions:

#### Service fees:

- You will pay the fee after the hospital treatment.

#### Terms of Service:

- Registration of the health facility in the Seha platform.



Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

government  
hospital/ HEALTH UNIT



## Eligibility for treatment in government health establishments 2nd Category: Private individual sponsorship holders



### Service Description

Eligibility for treatment for a specific or special category of non-Saudis residing in government health establishments for the Private individual sponsorship holders.



### Steps to Obtain the Service:

- Direct transfer to primary health centers.
- transfer to governmental hospitals.
- Specialised hospitals and medical cities based on treatment eligibility criteria and regulations.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- They are entitled to treatment and benefit from the following services except:
  - (Dentistry-infertility-bone marrow transplantation-organ transplantation-

cosmetic complementary surgeries-pregnancy follow-up)



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT





## Preparing the dead body procedures for departure outside the kingdom



### Service Description

Preparing the dead body to be deported to its motherland in accordance with the approved medical procedures for embalming in the kingdom of Saudi Arabia.



### Steps to Obtain the Service:

- The service is provided by the Mortality Department of the Forensic Medical Services Center in the regions.
- You must complete the procedures and bring the papers mentioned in the receiving, preserving and ending of the body procedures for burial in addition to the following documents:
- The migration form filled with the required information.
- Payment of fees for embalming.
- Signing the identification form on the body before the embalming process begins and when the body arrives for burial.
- The body must be received from the Forensic Medical Services Center at least 6 hours before the flight date.
- Sign the receipt form.



### Service fees and conditions:

#### Service fees:

- 6000 SR the value of embalming and preservation of the body.

#### Terms of Service:

- The presence of the deceased's relatives or the representative entrusted with receiving the body.



### Customer services:

Website: [www.moh.gov.sa](http://www.moh.gov.sa)  
Phone Number: 937

E-mail: [937@moh.gov.sa](mailto:937@moh.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

government  
hospital/ HEALTH UNIT



# Ministry of Commerce

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وزارة التجارة  
Ministry of Commerce



## Receiving a commercial report



### Service Description:

An electronic service that enables the consumer to submit a commercial report - and inquire - and follow up on the status of the report - Note: Dear customer, if you are unable to obtain the service electronically, you can contact the Consumer Reports Call Center 1900 around the clock or the Commercial Report application. The service is available in both Arabic and English.



### Steps to Obtain the Service:

- Click on start the service.
- Download the commercial report application.
- Log in via National Access.
- Choose a new report.
- Determine the type of report if it is an online store or a commercial store.
- If the report is on an online store, it will be determined whether it is reliable on the Saudi Business Center platform or if the store has a commercial register.
- Determine the type of violation.
- Fill in the facility data.
- Fill out the description of the report and the name of the commodity.
- Attach the required documents according to the type of report
- Approval and acknowledgment.
- Choose to submit a report.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Entry into force.
- Attach the documents required for the report.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Commercial notification  
application



## Informing the Ministry of the Association

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables companies wishing to hold associations (regular, extraordinary) to inform the Ministry of the association contract by submitting the request electronically, provided that the Ministry is provided with the results of the association contract and the required documents in accordance with the provisions of the Companies Law.



### Steps to Obtain the Service:

- Click on Start the service.
- Log in to the account (username and password) or log in through the national access.
- Click on the icon (informing the Ministry of the Association).
- The results of the assembly after its meeting
- Click on the "Send Request" icon
- Providing the Ministry with the results of the association and the required

documents in accordance with the provisions of the companies through the option "Informing the Ministry of the association's documents."



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.

#### the documents:

- Invitation to the association.

- Agenda.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Commercial notification  
application



## Commercial register translated into English for institutions

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

"This service enables beneficiaries of commercial registry services to print their commercial registry in English (note: the translation of the trade name is a literal translation and not its meaning). "The service is available in Arabic and English."



### Steps to Obtain the Service:

- Click on start the service.
- Login to the Saudi Business Center platform
- Login to the account (username or password) through national access or through the Saudi Business Center account.
- Select the commercial record you want to translate from the list of records.
- Click on the printer icon
- Choose the printing language (English)

• Note - The record is downloaded to the device automatically and there is no need to visit the Ministry's branches.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Commercial records must be valid.
- ISIC: The commercial registry activity must be according to the national classification of economic activities.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Promotions



### Service Description:

Field: Management and Entrepreneurship

This service enables you to submit a request to obtain approval to hold promotional offers in the facility without the need to visit the Ministry's branches



### Steps to Obtain the Service:

- Click on start the service.
  - Login to the electronic discounts system
  - Login to the account (username and password) or log in via the National Access
  - Click on the "Discounts and Promotions Service" icon
  - Click on the "Promotional Offers Service" option and then "Submit a Promotional Offer"
  - Fill out the required fields and click on the "Send Request" icon.
- The bill is paid through various payment channels. For more information about the payment service (<https://www.sadad.com/ar/pages/home/html>)
  - Print the electronic license without the need to visit the Ministry's branches



### Service fees and conditions:

#### Service fees:

- 150 SAR per offer.

#### Terms of Service:

- The products offered and free gifts must conform to the approved specifications and standards and be suitable for use and within the facility's warranty and maintenance policies.

- The advertisement is clear to customers inside the store - it does not violate Islamic law or customs, traditions and customs
- The offers must not include products that require approvals and are subject to sales regulations

#### The documents:

- Add (commercial registry) or add stores



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Reserve a trade name



Field: Management and Entrepreneurship



### Service Description:

This service enables the Saudi customer to reserve a trade name and protect it for a period of 60 days until the commercial register is issued.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password).
- Click on "My Trade Names".
- Fill out the required fields and specify the type of reservation (proposed-

special)

- Click on the initial inquiry
- After accepting the initial inquiry request, click on "Send Request" to be reviewed and approved by the electronic employee.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- The trade name must not be similar, in the singular or plural form, or identical to a trade name
- It was previously registered to someone else.
- The trade name must not be non-Arabic or have no meaning.
- The trade name must not be a family name unless the name is existing and in the same activity as the client and has previously been registered for him.
- The name should not contain a title (lawyer - gentleman - lady - prince - princess - sheikh - father - brother).
- Gulf, Arabic, international and international words are acceptable attributes

with the trade name.

- It is not allowed to add activities to the trade name, such as (contracting - trading - maintenance - real estate).
- All names that have a religious overtone are prohibited. \*Names prohibited from being registered are attached.
- The trade name must not contain the name of a non-Arab country or city.
- You cannot reserve a trade name that contains the word "popluar" except after reviewing the Ministry to meet the conditions.
- To register the professional name (office), visit the consulting professions page (professional name reservation is available for companies only).
- The maximum number of names reserved and accepted for the client is



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





## Discount licenses

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service, whether you are an institution or a company, enables you to apply for a discount license, which allows you to reduce the prices of goods displayed in affiliated stores.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the electronic discounts system
- Login to the account (username and password)
- Click on the "Discounts and Promotions Service" icon
- Click on the "Discount Service" option and then "Request a Discount"
- Fill out the required fields and click on the "Send Request" icon.
- The bill is paid through various payment channels. For more information about

- the payment service
- "Attach a list of discounted products"
- Attach a list of prices before and after the discount.
- The percentage of discounted products must not be less than (50%).



### Service fees and conditions:

#### Service fees:

- 300 SAR

#### Terms of Service:

- The merchant must own a commercial register/commercial agency/  
trademark and be registered with the Ministry.

#### The documents:

- Add (commercial registry) or add stores



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Transformation from a company to an institution



### Service Description:

Field: Management and Entrepreneurship

This service enables the customer to change the type of establishment (registry) from a company to an institution



### Steps to Obtain the Service:

- Click on start the service.
- Log in using your username and password or log in via the national unified sign-on.
- Choose a new request.
- View the procedures and instructions and choose Continue.
- Download the required partner resolution form.
- Fill out the form data and modify the decision.
- Click on Continue.
- Choose the type of company.
- Choose the type of decision to convert a company.
- Add the commercial registration number.
- Agree to the terms and conditions and choose Save and Continue after reading.
- Add the company PDF file.
- Choose Save and Continue.
- Adding a form for the partners' decision to transform from a company to an institution in Word format after the data.
- Read the pledge, acknowledge it, add documents and supporting documents in the Add a new attachment box, and choose Save and Continue.
- Add the applicant's comments, if any.
- Choose to send the request.



### Service fees and conditions:

- Service fees:**
- 1500 SAR publication fee, plus 15% value added tax.
- Terms of Service:**
- Verify that the decision to transfer the company into the partners' decision system and that the status of the decision is (published).
  - The age must not be less than 18 years.
  - Not to be a government employee.
  - The capital must not be less than 5,000 SAR.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Search the database of licensees for consulting professions

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables the customer to search the database of those licensed to practice consulting professions, and review the licensee's information, including (field of license, name of the professional office, name of the licensee, qualifications, license number, city, region, etc.) which helps facilitate the customer's obtaining Data of licensees without the need for branches to review the Ministry.



### Steps to Obtain the Service:

- Click on start the service.
- Fill in the required fields and click on the "Search" icon
- Results appear according to the entered search criteria.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- No Terms.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Complaints of corporate system violations



Field: Management and Entrepreneurship



### Service Description:

This service enables you to submit a report or complaint regarding a violation related to the corporate system, whether it is against a shareholder, a partner, a member of the board of directors, the board of directors, a director, the board of directors of the company, or others, without the need to review the branches of the ministry or the relevant department.



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the system using your username and password or log in with your national access account
- Fill in the data indicated within the service
- The request is sent.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Attach documents supporting the occurrence of the violation.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Self-evaluation of the level of corporate governance



Field: Management and Entrepreneurship



### Service Description:

An integrated electronic service through self-evaluation of the level of corporate governance to help raise the corporate governance application index and enable members of the Board of Directors and Board of Directors to know the level of governance of their companies.



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the single sign-on system.
- Submit a new application.
- Selecting the commercial register (limited liability company, joint stock company)
- Fill out the questionnaire.
- Sending the questionnaire and the results appear to the applicant along with recommendations
- To raise the cursor



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- "The company's legal entity must be (joint stock company - limited liability company).
- The applicant must have his name registered in the company's commercial

registry



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Inquiry about information about a commercial violation



### Service Description:

Field: Management and Entrepreneurship

An electronic service that enables the merchant to inquire about commercial violations and fines issued by Ministry of Commerce inspectors.



### Steps to Obtain the Service:

- Click on start the service.
- Enter the violation number (if you want to inquire about a specific violation)
- Enter the commercial registry number or (municipality license) if desired to inquire about all violations
- Enter the image code
- Click on the search icon
- The full amount due will be extracted and the details of the violation or violations issued will be shown, with the number and date.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- The presence of the violation number or the commercial registry number/ municipal license



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Electronic voting for chambers of commerce

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables male and female voters who are merchants and manufacturers to participate in the elections of the Chambers of Commerce and Industry electronically and without the need to visit the headquarters of the Chambers of Commerce.



### Steps to Obtain the Service:

- Click on start the service.
- Enter the commercial registration number and ID number to verify eligibility to vote.
- Agree on the declaration and pledge, then click on the "Start Voting" icon.
- Select one candidate from each category (Merchants category + Makers

category) and then choose the "Vote" icon.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- A commercial register that must be in the same region



Customer  
services:

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E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Updating the shareholder register



### Service Description:

This service enables joint stock or simplified joint stock companies to add, modify and update the shareholder register electronically, in order to preserve their rights.



### Steps to Obtain the Service:

- Click on start the service.
- Click on the "Shareholders Register" icon
- Selection of shares with the ability to print shareholder information or review the company if the shares do not appear in order to update the register and record the shares.
- Selecting requests (in order to follow up on previous requests awaiting approval before updating the service and canceling the review step).
- Select records awaiting approval, which are records whose data has been provided by the Ministry and need to be updated or approved by the company.
- Enter the commercial registration number and click on the "Verify" icon to begin updating the company's shareholder register



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- No Terms.

#### the documents:

- "Attach the current shareholder register.



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Channels  
Service Delivery:

ELECTRONIC BRANCH





## Transformation of the company's legal entity into another entity

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables the client to submit a request for a partners' decision to transform the company into another entity.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password)
- Choose a new request
- View the procedures and instructions and choose Continue
- Fill in the company data
- Read the user agreement, agree to the terms, and choose Save and Continue
- Add the company authorization file in PDF format
- Download the required partner resolution form
- Fill out the form data and modify the decision
- Click on follow
- Choose the company type
- Choose the type of decision to convert a company
- Add the commercial registration number
- Agree to the terms and conditions and choose Save and Continue after reading
- Add company file pdf

- Choose Save and Continue
- Note: To access the transformation form, enter the Ministry's website, choose evidence and procedures, choose service forms, and choose the entity form to which you want to transform.
- Attach the form in word format, acknowledging the pledge, and attaching the supporting documents by adding a new attachment and choosing Save and Continue.
- Add the applicant's comments, if any
- Choose to send the request
- Study the application and approve it
- Issuing a payment invoice
- Pay the fees and document the application with the Ministry employee
- Enter the digital branch and fill out the request form for issuing a commercial register.
- Submit the application and approve it.
- After paying the fees, the record will be issued.



### Service fees and conditions:

#### Service fees:

- 1500 SAR + 15% publication fee + added tax + 100 SAR fees for amending the register.

#### Terms of Service:

- The commercial register must be current.
- There are no pending requests on the same record.

#### the documents:

- Attach a register of shareholders certified by the Chamber of Commerce in the event that the company transforms from a joint stock company to another entity.
- Attach a draft contract of incorporation in the event that the company transforms from a joint stock company to any other entity.
- Attach the partners' decision to convert if the conversion is to a joint stock or simplified joint stock company.



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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Issuing an import permit for non-hazardous chemicals



### Service Description:

This service enables the customer to obtain an import permit for non-hazardous chemicals



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the system using your username and password or log in with your national access account
- Submit a request to issue an import permit for non-hazardous chemicals via the Fasah platform
- Fill out the electronic form for the application and then click on the “Send Application” icon to be reviewed and approved by the employee electronically to the General Authority of Customs.



### Service fees and conditions:

- Service fees:**
- No Fees
- Terms of Service:**
- Updating the commercial registry in the new registry system
- the documents:**
- A warehouse license issued by the Civil Defense
  - The warehouse keeper is a Saudi national and a specialty chemist
  - Attach the technical safety bulletin for the material



Customer services:

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Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Request to change the filing period for returns

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

“This service enables the customer to submit an objection to the refusal to accept the trade name reservation previously submitted by him and request its re-examination, along with providing proof of that. The service is available in both Arabic and English.”



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the system using the Arabic Yesterday username and password or log in with the national access account
- Click on the “My Trade Names” icon
- Select the rejected trade name and click on the “Submit an Objection” icon.

- Fill out the required information and attach the necessary documents
- Click on the Send Request icon to be reviewed and approved by the Ministry employee.
- If the trade name is accepted, the customer is given a period of 60 days to use it until the register is issued.



### Service fees and conditions:

#### Service fees:

- 1500 SAR + 15% publication fee + added tax + 100 SAR fees for amending the register.

#### Terms of Service:

- Submit electronic evidence of the trade name rejection.
- Get the meaning of this name from one of the approved dictionaries,

including (The Arab Researcher).



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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Cancellation of laboratory license



### Service Description:

This service enables you to apply for cancellation of a private laboratory license. This service is available in Arabic only



### Steps to Obtain the Service:

- Click on start the service.
  - Log in to the system using your username and password or log in with your national access account
  - Click on the "Procedures" icon and then choose "Cancel Laboratory License"
  - Fill in the required fields, attach the necessary documents, and then click
- "Send the application" icon to be reviewed and approved by the employee electronically
  - Print the license cancellation certificate electronically after approval without the need to visit the Ministry's branches.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Attach proof of the end of the activity, such as a certificate of cancellation of the laboratory's commercial register.

#### Documents:

- Certificate of cancellation of the laboratory's commercial register.



Customer  
services:

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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Issuing a laboratory license



### Service Description:

This service enables the customer to apply for a laboratory license



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the system using your username and password or log in with your national access account
- Click on the "Procedures" icon and then choose "New Request"
- Fill in the required fields and attach the necessary documents (a certified copy with the laboratory's stamp of the relevant technical director of the laboratory, provided that it contains his academic qualifications, experience, the courses he took, and contact information (mobile number - email) - a certified copy with the laboratory's stamp of the technical staff necessary to operate the laboratory, provided that it contains Their academic qualifications, experience and training courses -
- A certificate of accreditation from the Saudi Accreditation Center or

attaching an initial approval from the Saudi Accreditation Center - attaching an approval from the secretariat or the competent municipality that permits the practice of the activity in this place and clicking on the "Send Application" icon for it to be reviewed and approved by the electronic employee.

- Payment of license fees
- Print the electronic license



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Channels  
Service Delivery:

ELECTRONIC BRANCH





### Service fees and conditions:

#### Service fees:

- 5000 SAR for the main one
- 2500 SAR for the subsidiary
- \* In the event of delay in renewing the license, a fine of 1,000 SAR will be imposed for each year

#### Terms of Service:

- Appointment of technical director.
- Determine the technical staff needed to operate the laboratory.
- Determine the devices and equipment needed to operate the laboratory.
- The accreditation certificate is granted by the Saudi Accreditation Center. In the event that it does not exist, a maximum period of one and a half years is given from the issuance of the license. If it is not submitted within the period, the license is considered cancelled.

#### the documents:

- Submitting a copy of his academic qualifications, experience, and courses he has obtained (mobile number and email)
- Provide a copy of their academic qualifications, experience and courses.

- Determine the devices and equipment needed to operate the laboratory.
- The accreditation certificate is granted by the Saudi Accreditation Center. In the event that it does not exist, a maximum period of one and a half years is given from the issuance of the license. If it is not submitted within the period, the license is considered cancelled.
- Submitting the approval of the competent authority that permits practicing the activity on this site.



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services:

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Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Ministry branches



## Renewal of a subsidiary commercial register for a company



### Service Description:

This service enables the renewal of the commercial registration  
The service is available in Arabic and English



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR
- Limited Liability Companies: 1200 SAR for the main register (for one year) + Chamber of Commerce fees are added according to the type of activity for the commercial register and the grade for each year. 600 SAR for the subsidiary register (one year) + Chamber of Commerce fees are added according to the type of activity for the commercial register and the grade for each year.



Customer  
services:

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Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





### Service fees and conditions:

- Limited or joint partnership companies: 800 SAR for the main registry (for one year) + Chamber of Commerce fees are added according to the type of activity for the commercial registry and the degree for each year 400 SAR for the subsidiary registry (for one year) + Chamber of Commerce fees are added according to the type of activity for the commercial registry And the grade for each year.

#### Terms of Service:

- Ministry of Investment license renewed
- A letter from the company regarding renewal (according to the powers in the articles of incorporation)
- Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy)
- Specify the number of years

- Required Documents
- Company letter renewing the commercial register
- Ministry of Investment license renewed
- commercial register
- an agency



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Channels  
Service Delivery:

Saudi Business Center





## Laboratory license renewal

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables you to apply to renew the laboratory license  
Available in Arabic only



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the system using your username and password or log in with your national access account
- Click on the "Procedures" icon and then choose "Request to Renew a Laboratory License"
- Fill in the required fields, attach the necessary documents, and then click
- "Send the application" icon to be reviewed and approved by the employee electronically
- Payment of license fees.



### Service fees and conditions:

#### Service fees:

- 5000 SAR for the main one
- 2500 SAR for the subsidiary
- In the event of delay in renewing the license, a fine of 1,000 SAR will be imposed for each year

#### Terms of Service:

#### the documents:

- Attach the accreditation certificate provided that it is valid



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services:

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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Extract your trading code

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables you to issue your trade code electronically without the need to visit the Ministry's branches. The service is available in both Arabic and English."



### Steps to Obtain the Service:

- Click on start the service.
- Choose the commercial code
- Enter the commercial registration number.
- Enter the verification code.
- Your trade code will appear



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Having a commercial register



Customer  
services:

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Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending the commercial register

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables organizations to submit an amendment request such as (activity - capital - address - trade name after or before the name) on the commercial register electronically without the need to visit the Ministry's branches - the service is available in both Arabic and English.



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the account (click on the username and password).
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the option "Amend the Commercial Registry" and select the type of amendment "Activity"
- Capital – Title "".
- A confirmation summary window appears for the data entered on the service before sending the demand.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service
- Once the paid amount arrives, you can benefit from the service by printing the commercial register without the need to visit the Ministry's branches.



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- Attach the accreditation certificate provided that it is valid

#### the documents:

- The commercial register must be valid.



Customer  
services:

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E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Renewal of commercial register

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables organizations to submit a renewal request to continue practicing commercial activity.



### Steps to Obtain the Service:

- Click on start the service.
  - Login to the account (username and password).
  - Click on the My Commercial Records icon.
  - Click on the options in front of the commercial register.
  - Click on the "Renew Commercial Registration" option.
  - Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request.
  - A payment invoice is issued and sent as a text message to your phone.
  - The bill is paid through various payment channels. For more information about the payment service



### Service fees and conditions:

#### Service fees:

- 200 SAR for the main (for one year) + Chamber of Commerce fees will be added according to the type of activity in the commercial registry and the grade for each year. 100 SAR for the minor (for one year) + Chamber of Commerce fees will be added according to the type of activity for the commercial registry and the grade for each year.

#### Terms of Service:

- The owner must not be a government employee.
- At least 18 years old.



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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Partners' decision to withdraw from incorporation



### Service Description:

This service enables the client to cancel the articles of incorporation.



### Steps to Obtain the Service:

- Click on start the service.
- Log in using your username and password or log in via the specified national access
- Choose a new request.
- View the procedures and instructions and choose Continue.
- Fill in the company data.
- Read the user agreement, agree to the terms, and choose Save and Continue.
- Add the company authorization file in PDF format.
- Download the required partner resolution amendment form.
- Fill out the form data and modify the decision.
- Click on Continue.
- Choose the company type
- Choose the type of decision: the decision to withdraw from incorporation.
- Add the commercial registration number.
- Agree to the terms and conditions and choose Save and Continue after reading.
- Add company PDF file.
- Choose Save and Continue.
- Note: To obtain a transformation form, go to the Ministry's website, choose evidence and procedures, choose service forms, and choose the entity form to which you want to transform.
- Attach the form in word format, acknowledging the pledge, and attaching supporting documents and documents by adding a new attachment and choosing Save and Continue.
- Add the applicant's comments, if any.
- Choose to send the request.



### Service fees and conditions:

#### Service fees:

- 1500 SAR publication fee + 15% added tax

#### Terms of Service:

- No terms.



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Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Submitting the results of the General Assembly

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables companies wishing to hold assemblies (ordinary and extraordinary) to upload the results of the assembly contract and the required documents in accordance with the provisions of the Companies Law.



### Steps to Obtain the Service:

- Click on Start Service
- Login to the account (username and password or national access)
- Click on the icon (upload the results of the assembly after it is held)
- Click on the "Send Request" icon.
- Providing the Ministry with the results of the association and the required documents in accordance with the company's provisions through the "Inform the Ministry of the Association's Documents" option.



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Channels  
Service Delivery:

ELECTRONIC BRANCH





### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.

#### the documents:

- The association is prohibited
- Auditor's certificate
- Voting card (for each shareholder)
- Vote counting is prohibited
- Attendance statement
- Agencies or delegation
- Acting attendance status
- Board of Directors' report, if voted on
- An approved evaluator report in the event of an in-kind increase in capital
- Comparison table between the resources prepared (before and after) - (for the Extraordinary Assembly

- Just)
- II. Approved bylaws - (for extraordinary assembly only)
- 12. The bylaws after the amendments proposed by the association as stated - (for the extraordinary assembly only)
- 13. Final report of the liquidator (in case of voluntary liquidation)
- 14. Judicial ruling (in the event of compulsory liquidation)



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Channels  
Service Delivery:

Electronic services  
Ministry branches



## Partners' decision to merge the company



### Service Description:

This service enables the customer to submit a request to merge two companies to become one company.



### Steps to Obtain the Service:

- Click on start the service.
- Log in using your username and password or log in via the national unified sign-on.
- Choose a new request.
- Read the procedures and instructions and choose Continue.
- Fill in the company data.
- Read the user agreement, agree to the terms, and choose Save and Continue.
- Add the company authorization file in PDF format.
- Download the partners' decision form to merge the company
- Preparing a merger proposal that was approved by each party and published within a period of no less than thirty days. It includes the following (conditions of the merger - a statement of the nature of the consideration - the value of the number of shares or shares belonging to the merging company in the capital of the merging company or the company emerging from the merger - a statement of the capacity of each A company party to the merger must pay its

debts - evaluate the assets of each company party to the merger).

- Fill out the form data and modify the decision.
- Click on Continue.
- Choose the type of company.
- Choosing the type of decision: the partners' decision to merge the company.
- Add the commercial registration number.
- Agree to the terms and conditions and choose Save and Continue after reading.
- Add the company PDF file.
- Choose Save and Continue.
- Attach the form in word format, acknowledging the pledge, and attaching supporting documents and documents by adding a new attachment and choosing Save and Continue.
- Add the applicant's comments, if any.
- Choose to send the request.



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Channels  
Service Delivery:

ELECTRONIC BRANCH







**Service fees and conditions:**

**Service fees:**

- 1500 publication fees + 15% added tax.

**Terms of Service:**

- No terms.

**the documents:**

- Submit a merger proposal



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**Channels  
Service Delivery:**

ELECTRONIC BRANCH



## Liquidation of the company



### Service Description:

Field: Management and Entrepreneurship

This service enables the client to submit a request for a partners' decision to liquidate the company



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the account (username and password) or log in via Arabic
- National access.
- Choose a new request.
- View the procedures and instructions and choose Continue.
- Fill in the company data.
- Read the user agreement, agree to the terms, and choose Save and Continue.
- Add the company authorization file in PDF format.
- Download the company liquidation decision form.
- Fill out the form data and modify the decision.
- Click on Continue.
- Choose the type of company.
- Choose the type of decision to liquidate the company.
- Add the commercial registration number.
- Agree to the terms and conditions and choose Save and Continue after reading.
- Add the company PDF file.
- Choose Save and Continue.
- Attach the form in Word format, acknowledging the pledge, and attaching documents and supporting documents by adding a new attachment and choosing Save and Continue.
- Add the applicant's comments, if any.
- Choose to send the request.



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Channels  
Service Delivery:

ELECTRONIC BRANCH





### Service fees and conditions:

#### Service fees:

- 1500 SAR publication fee, plus 15% value added tax

#### Terms of Service:

- -1 Liquidation of a company practicing:
- Partners' decision to liquidate
- Fill out the liquidation form
- Cancellation of the investment license if the company is licensed by the Ministry of Investment
- Approval of the Central Bank if the company carries out activities supervised by the bank.
- Submit a request to announce the decision according to the approved form, signed and stamped by the company's liquidator appointed by the partners' decision.
- A recent financial statement or statement from the company director on the date of liquidation, provided that the period does not exceed 30 days between the preparation of the statement and the company's decision to

#### liquidate.

- A certificate from the Zakat, Tax and Customs Authority stating that there is no
- Dues and no objection to liquidating the company.
- A financial report on the liquidation process shows that there are no obligations on the company and must be signed by all partners and the signatures authenticated. (final account)
- 2 - Liquidation of a company that did not practice:
- The partners' decision to liquidate is based on the company's publications and must be authenticated by signatures from one of the following parties (Chamber of Commerce - Ministry of Commerce employee - Bank employee)
- Cancellation of the investment license if the company is licensed by the Ministry of Investment.
- Note - If company literature is not available, its name and commercial registration number are added to the top of the document



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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending the Memorandum of Association/Baselaws

(Limited liability - joint liability - simple recommendation - shareholding - simplified shareholding)

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables the investor to submit an amendment to the company's incorporation contracts through any article of the contract



### Steps to Obtain the Service:

- Log in through the national access or log in by creating an investor account.
- Fill out the required fields to complete the service.
- Electronic accreditation after completing the process of amending the articles of association.



### Service fees and conditions:

#### Service fees:

- 1500 SAR publication fee + 15% added tax

#### Terms of Service:

- No terms.



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services:

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Channels  
Service Delivery:

Saudi Business Center





### Service fees and conditions:

#### Service fees:

- Fees for publishing the amendment to the contract

1500 SAR + 15% VAT added

The fee for amending the record is 100 SAR

#### Terms of Service:

- The company must not be suspended by the following entities:
  - Ministry of Commerce.
  - Zakat, Tax and Customs Authority for the second and third levels.
- The following must be verified if the company's status is (professional):
  - Observing a quorum, in the event of amending the Board of Directors or Administration.
- The partner must be licensed, if the amendment is to add a degrading partner.
- The following must be verified if the company is (limited liability, limited partnership, or joint liability company):
  - Obtaining prior approval from the Central Bank of Saudi Arabia if the

activity requires this.

- Amending the investment license if required.
- Managers must not be government employees.

#### Required Documents:

- Having a valid commercial register.
- The presence of an investment license if the company is foreign or mixed.
- The presence of an extraordinary assembly resolution or a shareholders' resolution if the company is (joint stock, or simplified joint stock).



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Cancellation of the commercial register



### Service Description:

This service enables the customer to cancel the commercial registration upon completion of commercial activity



### Steps to Obtain the Service:

- Click on start service
- Login to the account (username or password) through national access or through the Saudi Labor Center account.
- List of commercial records
- Click on Record Procedures and then choose Delete Record
- Agree to the terms and click "Submit Application"



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- If there are no sub-records, and if there are sub-records, the main record is converted to a sub-record electronically.
- If the owner of the register is a government employee or holds a commercial

register

A license that is manually canceled through the Ministry's branch



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Issuing a subsidiary register for companies



### Service Description:

Field: Management and Entrepreneurship

This service enables you to issue a subsidiary commercial register for the company and practice commercial activity



### Steps to Obtain the Service:

- Click on start the service
- Login to the account (username or password) through the national access or through the Saudi Labor Center account
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the "Release sub-record" option.
- A confirmation summary window appears for the data entered into the service before sending the request.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service
- "When the paid amount arrives, you can benefit from the service by printing the commercial register without the need to visit the Ministry's branches."



### Service fees and conditions:

#### Service fees:

- Limited sub: 600 SAR
- Sub-solidarity or simple recommendation: 400 SAR
- Sub-contribution: 800 SAR

#### Terms of Service:

- "A decision by the company or a management decision, according to the authority in the articles of incorporation or what is stipulated in the articles of association of joint-stock companies, to issue a branch for the company that includes (the branch city, branch manager data, trade name, and commercial

#### activity)

- If the activity is financing or banking, the approval of the licensed authority must be attached.
- Determine the number of years.
- The branch manager must not be a government employee and must not be less than 18 years old.
- Agency or authorization of the applicant.

#### the documents:

- Activity license - manager's identity - decision to open the branch



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Transfer from one company branch to another company branch



### Service Description:

This service enables the assignment of the commercial register



### Steps to Obtain the Service:

- Login to the account (click username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- A waiver decision from the transferring company certified by the Chamber of Commerce.
- The decision to open a branch of the purchasing company is approved by the Chamber of Commerce.

- Payment of dues to the General Organization for Social Insurance in the event of a subscription.
- In the event that the activity requires obtaining a license, a letter of no objection from the licensing entity must be submitted to transfer ownership of the license or sign the acknowledgment in the event that the institution has not obtained a license for the activity.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH







### Service fees and conditions:

#### the documents:

- A contract of allegiance from the company's authorized holder, certified by the Chamber of Commerce, that includes specifying the responsibility for the rights and obligations
- The decision to open a branch from the authorized person in the company.
- In the event of a license, the non-objection of the licensing authority must be met.

### Field: Management and Entrepreneurship

- In the event that the authorized person in the company is not present, a legal power of attorney or authorization certified by the Chamber of Commerce must be attached.



### Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Issuing the commercial register after establishing or converting to a joint stock company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the issuance of a commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 1600 SAR

#### Terms of Service:

- Minutes of the transformational or constituent assembly meeting.
- Conversion decision or articles of incorporation.
- Identity of board members.
- Ministerial decision authorizing the conversion or establishment of a

company.

- Ministerial decision announcing the transformation or establishment of a company
- Sealed foundation system.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





### Service Fees and Terms

#### the documents:

- Minutes of the meeting of the transformational or constituent assembly
- The conversion decision or the notarized articles of incorporation
- Identity data of board members
- The ministerial decision authorizing the transformation or establishment of the company
- The articles of association are sealed

- "Ministerial decision announcing the transformation or establishment of the company



#### Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Issuing a main-sub-commercial register for a mixed company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the issuance of a commercial register



### Steps to Obtain the Service:

- Log in via the digital branch
- Click on the icon to submit a new request by choosing the name of the service



### Service fees and conditions:

#### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR

#### Terms of Service:

- The decision of the partners or the management decision (as stipulated in the articles of association of joint-stock companies) to open the branch, provided that it includes the city of the branch, the information of the branch manager ("name + national ID number + date of birth"), trade name, commercial activity)
- Ensure that the financial statements are submitted after the end of the company's fiscal year for the purpose of alerting the client only. If the company has not been active during the previous years, the zero statements are filed.

- The branch director must come to the Ministry to approve the appointment and bring a copy of his ID
- For entities (professional + joint stock) only.
- The branch manager must not be a government employee and must not be less than 18 years old
- Attach the approval of the licensing authority if the activity practiced is one of the activities that requires a license before issuance (Appendix 1)
- The professional license is valid for professional entities only

#### The documents:

- Attaching the articles of association (for joint stock companies)
- The company's decision to appoint management if they are not defined in the company's contract
- Licensing for professional activity for partners, and in the case of a mixed company, a license from the Ministry of Investment
- National ID and, in case of foreign nationality, passport
- Determine the number of years of issue



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Issuing a main-sub-commercial register for a foreign company



### Service Description:

This service enables the issuance of a commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





## Service Fees and Terms

### Service fees:

- "Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- "Sub: 800 SAR

### Terms of service:

- Attaching the investment license, based on the agreement concluded between the Ministry of Commerce and the Ministry of Investment, or the license issued by the Economic Cities Authority that operates within the geographical scope and supervises it based on the agreement concluded between the Ministry of Investment and the Economic Cities Authority.
- If the company is an endowment: It must be a limited liability company, with the endowment instrument attached, including a text allowing the establishment of companies, in addition to attaching the partners' decision to establish after it is signed and ratified.
- If the company was established manually and a registry system was established
- The commercial certificate of the company, whether he is a director of the company or a member of the board of directors: Attach the representative's

approval indicating his desire to do so, excluding the non-resident foreign director.

- 4. If the company is established electronically: Document the representative's approval.

### the documents:

- The articles of incorporation are authenticated by a notary or a ministry employee
- A decision by the company "according to the validity of the articles of incorporation" to issue a branch of the company
- Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy with a translation from an accredited office)
- License from the Ministry of Investment.
- Determine the number of years.
- Define address



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Issuing a main commercial register for a branch of a foreign company



### Service Description:

This service enables the issuance of a commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request.



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services:

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Channels  
Service Delivery:

Saudi Business Center





## Service Fees and Terms

### Service fees:

- "Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- "Sub: 800 SAR

### Terms of service:

- Attaching the investment license, based on the agreement concluded between the Ministry of Commerce and the Ministry of Investment, or the license issued by the Economic Cities Authority that operates within the geographical scope and supervises it based on the agreement concluded between the Ministry of Investment and the Economic Cities Authority.
- If the company is an endowment: It must be a limited liability company, with the endowment instrument attached, including a text allowing the establishment of companies, in addition to attaching the partners' decision to establish after it is signed and ratified.
- If the company was established manually and a registry system was established
- The commercial certificate of the company, whether he is a director of the company or a member of the board of directors: Attach the representative's

approval stating his desire to do so, except if the appointed director is a foreigner and a non-resident.

- 4. If the company is established electronically: Document the approval of the statutory OTP representative via notification letters.

### the documents:

- The parent company's articles of incorporation are authenticated by the Ministry of Foreign Affairs and the Saudi Embassy, with a translated copy
- The company's decision to issue is authenticated by the Ministry of Foreign Affairs and the Saudi Embassy, stating (headquarters - capital - manager with powers - activity).
- The commercial register is authenticated by the Ministry of Foreign Affairs and the Saudi Embassy, with a translation by an authorized office.
- License from the Ministry of Investment.
- A copy of the director's identity or passport
- Determine the number of years.
- Define address



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





## Issuing a commercial register for a Saudi or mixed professional company



### Service Description:

This service enables the issuance of a commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (click username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





## Service Fees and Terms

Field: Management and Entrepreneurship

### Service fees:

- "Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- "Sub: 800 SAR

### Terms of service:

- The decision of the partners or the management decision (as stipulated in the articles of association of joint stock companies) to open the branch, provided that it includes the city of the branch, the information of the branch manager (name + national ID number + date of birth), trade name, commercial activity)
- Ensure that the financial statements are submitted after the end of the company's fiscal year for the purpose of informing the client only. In the event that the company has not carried out the activity during the previous years, the zero statements shall be filed.
- The presence of the branch director at the Ministry to approve the appointment and bring a copy of
- His identity is for (professional + shareholding) entities only.
- The branch manager must not be a government employee and must not be

less than 18 years old

- Attach the approval of the licensing authority if the activity practiced is one of the activities that requires a license before issuance (Appendix 1)
- The professional license is valid for professional entities only

### the documents:

- Attaching the articles of association (for joint stock companies)
- The company's decision to appoint management if they are not defined in the company's contract
- Licensing the professional activity of partners and in the case of a mixed company
- License from the Ministry of Investment
- Attaching the articles of association (for joint stock companies)
- The company's decision to appoint management if they are not defined in the company's contract
- Licensing for the professional activity of partners, and in the case of a mixed company, a license from the Ministry of Investment
- National ID and, in case of foreign nationality, passport
- Determine the number of years of issue.
- Define address



Customer  
services:

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E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Transferring from an institution to a company branch



### Service Description:

This service enables the commercial register to be converted into a company



### Steps to Obtain the Service:

- Login to the account (click username and password or national login)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



Customer  
services:

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Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





## Service Fees and Terms

### Service fees:

- "Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- "Sub: 800 SAR

### Terms of service:

- Commercial records must be valid.
- A waiver decision from the institution certified by the Chamber of Commerce.
- The decision to open a branch of the company is approved by the Chamber of Commerce.
- Payment of dues to the General Organization for Social Insurance in the event of a subscription.

### the documents:

- 1. A contract of allegiance from the owner of the establishment certified by the Chamber of Commerce, which includes specifying the rights and obligations.
- 2. The decision to open a branch of the company from the authorized person in the company.

- 3. Approval of the licensing authority if there is a license.
- 4. In the event that the authorized person is not present at the company, a legal power of attorney or authorization certified by the Chamber of Commerce must be attached.
- 5. The activity must be within the company's purposes.
- 6. Insurance certificate.



Customer  
services:

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E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
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Channels  
Service Delivery:

ELECTRONIC BRANCH



## Renewing the commercial registration of a Saudi or mixed professional company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the renewal of the commercial registration



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (click username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Deciding the validity of the data
- Send the request



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





## Service Fees and Terms

### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR

### Terms of service:

- Ensure that the financial statements are submitted after the end of the company's fiscal year for the purpose of alerting the client only. If the company has not been active during previous years, the zero statements will be raised.
- The status of the person transferring the renewal of the commercial register must be (manager) a letter renewing the commercial register on the company's publications, authenticated by the Chamber of Commerce for joint-stock and professional entities only.
- The professional license is valid for professional entities only.
- Attach the approval of the licensing authority if the activity practiced is one of the activities that requires a license before issuance (Appendix 1)

### the documents:

- The license for the company's professional activity is renewed
- The company's letter of renewal according to what is stipulated in the

- articles of incorporation or articles of association of joint stock companies, an agency or authorization if the agency or authorization is from abroad.
- It must be certified by the Ministry of Foreign Affairs and the Saudi Embassy, with a translation from an accredited office
- In the case of a mixed company, a valid Ministry of Investment license
- Specify the number of years



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Issuing a main-sub-commercial register for a mixed company



### Service Description:

This service enables the renewal of the commercial registration



### Steps to Obtain the Service:

- Click on start the service.
  - Login to the account (username and password) or through national access
  - Click on the My Commercial Records icon.
  - Click on the options in front of the commercial register.
  - Click on the "Renew Commercial Registration" option.
  - Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request
  - A payment invoice is issued and sent as a text message to your phone.
  - The bill is paid through various payment channels. For more information about the payment service



### Service fees and conditions:

#### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR

#### Terms of Service:

- Ministry of Investment license renewed
- A letter from the company regarding renewal (according to the powers in the articles of incorporation)
- Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy)
- Specify the number of years



### Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Renewal of a main-sub-commercial register for a foreign company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the renewal of the commercial registration



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password) or through national access
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the "Renew Commercial Registration" option.
- Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service.
- Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service.



### Service fees and conditions:

#### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR

#### Terms of Service:

- Ministry of Investment license renewed
  - A letter from the company regarding renewal (according to the powers in the articles of association)
  - Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy)
    - Specify the number of years
- the documents:**
- Company letter renewing the commercial register
  - Ministry of Investment license renewed
  - commercial register
  - an agency



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





## Renewal of a main commercial register for a branch of a foreign company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the renewal of the commercial registration



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the account (username and password) or via national access
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the "Renew Commercial Registration" option.
- Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request



### Service fees and conditions:

#### Service fees:

- Main - Limited: 1200 SAR
- Sub: 600 SAR
- Main - Solidarity Simple recommendation: 800 SAR
- Sub: 400 SAR
- Main - Contribution: 1600 SAR
- Sub: 800 SAR

#### Terms of Service:

- Attaching the investment license, based on the agreement concluded between the Ministry of Commerce and the Ministry of Investment, or the license issued by the Economic Cities Authority that operates within the geographical scope and supervises it

based on the concluded agreement.

- Between the Ministry of Investment and the Economic Cities Authority.
  - 2- If the company is an endowment, it must be a limited liability company, with the endowment instrument attached, including a text allowing the establishment of companies, in addition to attaching the partners' decision to establish after it is signed and ratified
- #### the documents:
- A certified letter from the company director or agency (if the agency or authorization is from abroad, it must be certified by the Ministry of Foreign Affairs and the Saudi Embassy with a translation from an authorized office)
  - Ministry of Investment license renewed
  - Specify the number of years.



Customer  
services:

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Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Converting a main company record to an institution



### Service Description:

This service enables the company to be converted into an institution



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (click username and password or national login)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





## Service Fees and Terms

### Service fees:

- The transfer fee is 600 SAR

### Terms of service:

- The commercial register must be current.
- Fill out and attach the Articles of Association form
- Submit an application to establish the company via the digital branch

### the documents:

- Partners' decision to switch has a status of "Published"
- He must not be a government employee
- The owner's national ID
- Determine capital



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Converting the type of commercial registration for companies



### Service Description:

This service enables you to convert the type of commercial registration



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 600 SAR

#### Terms of Service:

- A decision by the company to transfer (as stipulated in the articles of incorporation)
- Amended contract in case the city of registry is changed
- Amending the Ministry of Investment's license if the company is foreign, mixed, or a foreign branch
- Agency or authorization (if the agency or authorization is from abroad, it

must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy)

#### the documents:

- commercial register
- A decision by the company to transfer
- The articles of incorporation are authenticated by a notary or a ministry employee
- Amending the Ministry of Investment license



Customer services:

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Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Edit translation



### Service Description:

This service enables you to modify the translation request that was previously accepted through the electronic system



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

Copy of the establishment's commercial register

If the facility is a company, a copy of the translated company contract must be attached

Attach the text you want to modify

Authorization or agency, if the applicant is authorized or authorized Service fees:

#### the documents:

- A copy of the establishment's commercial register
- If the facility is a company, a copy of the translated company contract must be attached

Attach the text you want to modify

Authorization or agency, if the applicant is authorized or authorized



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
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Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending a main-sub-commercial register for a foreign or mixed company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables amending the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- A certified letter stating the required service
- Agency or authorization (if any)
- Investment license
- The company's latest amended contract (if any)
- In the event of modification or removal of a source activity that has a license, proof must be attached

Cancellation of the license or if a license has not been issued to him, sign the attached undertaking

#### the documents:

- A certified letter stating the required service
- Agency or authorization (if any)
- Investment license
- The company's latest amended contract (if any)
- In the event of modification or removal of an activity issued with a license, attach proof of cancellation of the license, or if a license has not been issued, sign the attached pledge



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending a commercial register for a Saudi or mixed professional company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables amending the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- The license for the company's professional activity is renewed
- The company's letter of renewal according to what is stipulated in the articles of association or articles of association of joint-stock companies
- Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy with a translation from an accredited office)
- The amended articles of incorporation are authenticated by a notary or a ministry

#### employee, if any

- Amending data requires amending the contract
- In the case of a mixed company, a valid Ministry of Investment license

#### the documents:

- Activity license
- Company letter amending the commercial register
- commercial register
- Articles of incorporation of the company
- Policy of the company
- Ministry of Investment license renewed



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending a main commercial register for a branch of a foreign company



### Service Description:

This service enables amending the commercial register



### Steps to Obtain the Service:

- Login to the account (click username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH







## Service Fees and Terms

Field: Management and Entrepreneurship

### Service fees:

- 100 SAR

### Terms of service:

- Attach the license issued by the Ministry of Investment or the license issued by the Economic Cities Authority

Bring proof of cancellation of the license in the event of removing the licensed activity.

Amendment to the issued license if the matter requires amendment

### the documents:

- Ministry of Investment license renewed.
- A certified letter from the company director or agency (if the agency or authorization is from abroad, it must be certified by the Ministry of Foreign Affairs and the Saudi Embassy, with a translation from an authorized office)
- In the event that an activity for which a license is issued is removed, attach proof of the cancellation of the license, or if a license has not been issued for it, sign the attached pledge.
- The company's articles of incorporation are authenticated by the Ministry of

Foreign Affairs and the Saudi Embassy



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Assignment of an institution as a branch of a company



### Service Description:

This service enables the assignment of the commercial register



### Steps to Obtain the Service:

- Login to the account (click username and password or national login)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- Depending on the entity

#### Terms of Service

#### the documents:

- The waiver is signed and authenticated by the Chamber of Commerce.
- The decision to open a branch includes specifying the years, activities, and

#### branch director

- The applicant is an agent or delegate
- Add the obligations and receivables and determine the party responsible for them before the date of purchasing the facility
- A valid insurance certificate
- Identity of the branch manager
- Articles of Association



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Cancellation of the main commercial register of a foreign company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the cancellation of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service

- 1-Partners' decision to write off
- 2-Lack of employment in the commercial register
- 3- Proof of cancellation of the investment license
- 4- A certificate from the Zakat, Tax and Customs Authority that the register is in compliance and is valid
- 5- Proof of cancellation of the municipality's license

#### the documents:

- 1- Attach the status of publishing the liquidation request through the Ministry's website 2- Submit two

liquidation decisions if the company was operating or worked and stopped and pay the publication fees. If it was not operating, ensure that one liquidation decision is filed and the publication fees are paid (in the partners' decision system).

- 3- Attach the commercial register zakat certificate
- 4- If it is a foreign company, a statement of cancellation of the license from the Investment Authority is required.
- 5- A statement of the absence of licenses or the cancellation of licenses.
- 6- There is no employment in the commercial register
- 7- In the event that the company owner or company director does not attend, a legitimate authorization or agency is required



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Cancellation of the main commercial register of a mixed company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the publication of manually established articles of incorporation



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Attach the partners' liquidation decision, the status of which is published
- Submit two liquidation decisions if the company was operating or worked and stopped and pay the publication fees. If it was not operating, ensure that one liquidation decision is filed and the publication fees are paid (in the partners' decision system).
- Attach the commercial register zakat certificate

- If it is a foreign company, a statement of license cancellation is required from the Ministry Investment.
  - A statement of the absence of licenses or the cancellation of licenses.
  - There is no employment in the commercial register
  - In the event that the company owner or company director does not attend, a legitimate authorization or agency is required
- the documents:**
- A valid certificate from the Zakat, Tax and Customs Authority.
  - A letter of termination of status from the Ministry of Investment.
  - The decision of the partners or management to write off the branch.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Cancellation of the commercial register of a branch of a foreign company

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the cancellation of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Fill out the pledge form if the pledge is not delivered in the same year to Gulf companies only.
- Commercial register.
- Partners' decision to cancel the branch signed by the authorized person in the company.
- There are no workers on the register.
- Closing the facility's file with the Ministry of Human Resources and Social Development.
- Valid Zakat, Tax and Customs Authority certificate.
- Proof of cancellation if there is a license.
- Confirmation of the cancellation of the municipal license.
- In the event that one or all of the partners do not attend, a legal power of

attorney stating the service provided or an authorization certified by the Chamber of Commerce is required.

#### The documents:

- The extraordinary ordinary assembly approves the liquidation of the company.
- he partners' decision to liquidate the company is duly certified.
- One month of liquidation.
- The month of the end of the liquidation.
- A statement of the non-existence or cancellation of licenses from the licensing authority.
- A statement after objection to canceling the commercial register from the Zakat, Tax and Customs Authority
- A copy of the final account



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## An extract from a suspended register for foreign companies



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## An extract from a suspended register for Gulf companies



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Extract of suspended register for mixed companies



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





## Extract of suspended register of joint stock companies



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## An extract from a suspended record for professional companies



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Suspended record extract for institutions



### Service Description:

This service enables obtaining details of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Manual publishing



### Service Description:

This service enables the publication of manually established articles of incorporation



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- Publication fee is 500 + plus 15% value added tax

#### Terms of Service:

- Attach the company's articles of incorporation after documentation

#### the documents:

- The incorporation contract in PDF format before documentation
- The articles of incorporation in PDF format after documentation
- Applicant's identity
- If the applicant is an agent, the agency must stipulate that the articles of

incorporation be published in my business newspaper

- the address
- E-mail



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
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E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Issuing a subsidiary register for companies

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables you to issue a subsidiary commercial register for the company and practice commercial activity



### Steps to Obtain the Service:

- Log in to the account (username or password) through the national access or through the Saudi Business Center account
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the option to issue a sub-record.



### Service fees and conditions:

#### Service fees:

- Limited sub: 600 SAR
- Solidarity sub: 400 SAR
- Sub-contribution: 800 SAR

#### Terms of Service:

- A decision by the company, according to the authority in the articles of incorporation, to issue a branch of the company
- If the activity is financing or banking, the approval of the licensed authority must be attached

- Determine the number of years
- Mention the title
- The national identity of the branch manager
- Agency or authorization of the applicant

#### the documents:

1. Commercial register
2. Activity license.
3. Identity of the manager
4. Define address



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Establishing a company under an investment license (limited partnership - joint stock)

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the investor to submit a request for a contract of incorporation for foreign companies, pursuant to an investment license from the Ministry of Investment



### Steps to Obtain the Service:

- Login to the account (username or password) through the national access or through the Saudi Labor Center account.
- Determine the type of entity to be established and attach the investment license.
- Fill out the required fields



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





### Service fees and conditions:

#### Service fees:

- Depending on the entity
- +500 plus 15% added value
- Extracting the record is limited to 1200 SAR.
- Solidarity or simple recommendation: 800 SAR.

#### Terms of service:

- Having a valid investment license



### Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Search the database of licensees for consulting professions

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

A service that allows the client to search the database of those licensed to practice consulting professions, and displays the licensee's information, including: (field of license, name of the professional office, name of the licensee, qualifications, license number, city, region... etc.), which helps facilitate the client's obtaining data. Licensed without the need to review the Ministry of Commerce.



### Steps to Obtain the Service:

- Click on start service.
- Fill in the required fields and click on the "Search" icon
- The results appear according to the entered search criteria



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- No Terms.



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Ministry website





## Request to change the filing period for returns



### Service Description:

This service enables you to transfer your commercial records from main to subsidiary or vice versa electronically



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- 600 SAR

#### Terms of Service:

- commercial register
- A decision by the company to transfer
- The articles of incorporation are authenticated by a notary or a ministry employee
- Amending the Ministry of Investment license
- A decision by the company to transfer (as stipulated in the articles of incorporation)



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH





**Service fees and conditions:**

- The amended contract if the city of registry is changed
- Amending the Ministry of Investment's license if the company is foreign, mixed, or has a foreign branch.
- Agency or authorization (if the agency or authorization is from abroad, it must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy)"

**the documents:**

- commercial register
- A decision by the company to transfer
- The articles of incorporation are authenticated by a notary or a ministry employee
- Amending the Ministry of Investment's license



**Customer services:**

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

**Channels  
Service Delivery:**

ELECTRONIC BRANCH



# Cancellation of the main commercial register of a company for Gulf nationals

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



## Service Description:

This service enables the customer to cancel the record upon completion of commercial activities.



## Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



## Service fees and conditions:

### Service fees:

- No Fees

### Terms of Service:

- Fill out the pledge form if the pledge is not delivered in the same year to Gulf companies only.
- Commercial register
- A partners' decision to write off the branch signed by the authorized person in the company.

- there are no workers on the register.
- Closing the facility's file with the Ministry of Human Resources and Social Development.
- Zakat, Tax and Customs Authority certificate valid for the period.
- Proof of license cancellation if a license exists
- in the event that one or all of the partners do not attend, a legal power of attorney stating the service provided or an authorization to register the Chamber of Commerce is required.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Ministry branches



## Renewal of a subsidiary commercial register for a joint stock company



### Service Description:

This service enables the customer to renew the subsidiary commercial register of a joint stock company.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password) or through national access
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the "Renew Commercial Registration" option.
- Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service.



### Service fees and conditions:

#### Service fees:

- 800 SAR for the branch. (For one year).

#### Terms of Service:

- A letter from the company "according to the validity in the articles of association" renewing the commercial register.
- If the activity is finance or banking, attach a renewed activity license
- Agency or authorization (if the applicant is not a member of the Board of Directors)
- Determine the number of years for renewal.

#### Required Documents:

- commercial register
- to delegate
- Company letter renewing the commercial register
- Activity license



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center





### Service fees and conditions:

#### Required Documents:

- Attach the status of publishing the liquidation request through the Ministry's website.
- Submit two liquidation decisions if the company was operating or worked and stopped and pay the publication fees. If it was not operating, ensure that one liquidation decision is filed and the publication fees are paid (in the partners' decision system).
- Attach a certificate from the Zakat, Tax and Customs Authority.
- If it is a foreign company, a statement of license cancellation is required from the Investment Authority.
- A statement of the absence of licenses or the cancellation of licenses.
- Lack of employment in the commercial register
- In the event that the company owner or company director is not present, a legitimate authorization or agency is required



Customer  
services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Ministry branches



## Cancellation of the main commercial register of a company for branches of Gulf companies

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the customer to cancel the record upon completion of commercial activities.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Commercial register
- A partners' decision to write off the branch signed by the person with authority in the company.
- Lack of workers on the register.
- Closing the facility's file with the Ministry of Human Resources and Social Development.
- A valid Zakat, Tax and Customs Authority certificate.
- Proof of license cancellation if a license exists.
- In the event that one or all of the partners do not attend, a legal power of attorney stating the service provided or an authorization certified by the Chamber of Commerce is required.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Ministry branches





**Service fees and conditions:**

**Required Documents:**

- Attach the liquidation decision.
- Submitting two liquidation decisions if the company is practicing, and if it is not practicing, submitting one liquidation decision and paying the fees in the partners' decisions system.
- Attach a certificate from the Zakat, Tax and Customs Authority.
- A statement of the absence of licenses or the cancellation of licenses.
- There is no employment in the commercial register
- In the event that the company owner or company director does not attend, a legal authorization or agency is required



**Customer services:**

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

**Channels Service Delivery:**

Ministry branches



## Cancellation of a main commercial register for branches of foreign companies



### Service Description:

This service enables the customer to cancel the record upon completion of commercial activities.



### Steps to Obtain the Service:

- Click on start the service.
- Login to the account (username and password or national access)
- Click on the Create a New Request icon
- Choose a record - (your own record - a record not directly linked to you - a service that does not require a record number)
- Specify the region of the record
- Choose the main service
- Choose the subservice
- Click on start service
- Determine the attachment type
- Add the specified attachment file
- Acknowledging the validity of the data
- Send the request



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- Partners' acknowledgment of delisting.
- Lack of employment in the commercial register
- Proof of cancellation of the investment license.
- A certificate from the Zakat, Tax and Customs Authority that the register is binding and valid.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH







**Service fees and conditions:**

**Required Documents:**

- Submitting two liquidation decisions if the company is practicing, and if it is not practicing, submitting one liquidation decision and paying the fees in the partners' decisions system.
- Attach a certificate from the Zakat, Tax and Customs Authority.
- If it is a foreign company, a statement of license cancellation is required from the Investment Authority.
- A statement of the absence of licenses or the cancellation of licenses.
- There is no employment in the commercial register.
- In the event that the company owner or company director does not attend, a legitimate authorization or agency is required..



**Customer services:**

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

**Channels Service Delivery:**

ELECTRONIC BRANCH



## Renewal of the main commercial registration of a company for Gulf nationals

وزارة التجارة  
Ministry of Commerce



Field: Management and Entrepreneurship



### Service Description:

This service enables the renewal of the commercial register



### Steps to Obtain the Service:

- Click on start the service.
- Log in to the account (click on the username and password) or through the national access
- Click on the My Commercial Records icon.
- Click on the options in front of the commercial register.
- Click on the "Renew Commercial Registration" option.
- Determine the duration of the commercial registration from one to five years.
- A confirmation summary window appears for the data entered into the service before sending the request.
- A payment invoice is issued and sent as a text message to your phone.
- The bill is paid through various payment channels. For more information about the payment service.



### Service fees and conditions:

#### Service fees:

- 200 SAR for limited per year.
- 800 SAR in solidarity/simple recommendation (per year).

#### Terms of Service:

- Commercial Record.
- Gulf Pledge Model.
- In the event that the appointed manager does not attend, it is required to bring a legitimate power of attorney stating the service provided, certified by the embassy or the Ministry of Foreign Affairs, with a certified translation, or an authorization to do so certified by the Chamber of Commerce.

#### Required Documents:

- A letter from the company director for renewal or from the agent, the agency or authorization from abroad, which must be authenticated by the Ministry of Foreign Affairs and the Saudi Embassy.
- A copy of the commercial registry of the parent company certified by the Ministry of Foreign Affairs and the Saudi Embassy
- The parent company's articles of incorporation are certified by the Ministry of Foreign Affairs and the Saudi Embassy
- Signing the pledge for Gulf companies
- Determine the number of years.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

Saudi Business Center



## Create a commercial franchise registration

وزارة التجارة  
Ministry of Commerce



### Service Description:

Field: Management and Entrepreneurship

This service enables the registration and management of the commercial franchise registration, which is provided in accordance with the commercial franchise system and its executive regulations.



### Steps to Obtain the Service:

- Enter the service link.
  - Choose the commercial franchise registration service.
  - Click on Start the Service.
  - Log in to the system and enter (touch user and password) or register
  - Entry through national access.
  - Fill out the data and attach documents
  - Pay the fees, review the registration, and print the certificate.
- In the event of (amendment, cancellation), the previous steps can be followed.



### Service fees and conditions:

#### Service fees:

- 500 SAR

#### Terms of Service:

- In accordance with the commercial concession system and its executive regulations.

#### Required Documents:

- Commercial concession agreement.
- Disclosure document (according to the Appendix of the Disclosure Document Requirements in the Executive Regulations of the Law
- commercial franchise).



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Amending a commercial franchise registration



Field: Management and Entrepreneurship



### Service Description:

The service enables the franchisor to amend the terms of registration of this commercial franchise or the restricted data or documents by agreement of the two parties.



### Steps to Obtain the Service:

- Enter the service link.
  - Choose the commercial franchise registration service.
  - Click on Start the Service.
  - Log in to the system and enter (touch user and password) or register
  - Entry through national access.
  - Fill out the data and attach documents
  - Pay the fees, review the registration, and print the certificate.
- In the event of (amendment, cancellation), the previous steps can be followed.



### Service fees and conditions:

#### Service fees:

- 100 SAR

#### Terms of Service:

- Attach a revised franchise agreement.
- Attach the amended disclosure document.



Customer services:

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Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Cancellation of a commercial franchise



### Service Description:

Field: Management and Entrepreneurship

This service enables the commercial franchisor to cancel the registration of an existing franchise in the event of the expiration of the period or its expiration by a judicial ruling invalidating or terminating the agreement (if it exists).



### Steps to Obtain the Service:

- Enter the service link.
  - Choose the commercial franchise registration service.
  - Click on Start the Service.
  - Log in to the system and enter (touch user and password) or register Entry through national access.
  - Fill out the data and attach documents
  - Pay the fees, review the registration, and print the certificate.
- In the event of (amendment, cancellation), the previous steps can be followed.



### Service fees and conditions:

#### Service fees:

- No Fees

#### Terms of Service:

- The expiration or expiration of the period, or in the event of a judicial ruling invalidating or canceling the agreement

#### Required Documents:

- In the event of a court ruling, the document is added.



Customer services:

Website: [www.mc.gov.sa](http://www.mc.gov.sa)  
Phone Number: 1900

E-mail: [mc.gov.sa](mailto:mc.gov.sa)  
Response Hours: 08:00 AM - 12:00 PM

Channels  
Service Delivery:

ELECTRONIC BRANCH



## Ministry of Education services

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وزارة التعليم  
Ministry of Education

## Hosting an academic visiting professor



### Service Description:

Field: Education and training

The service allows public/government universities to apply for hosting an academic visiting professor from abroad in the kingdom of Saudi Arabia.



### Steps to Obtain the Service:

- The ministry provides a user to universities.
- An academic staff member, the head of the department, the dean of the faculty or the university president. submits an application to attend a conference.
- The ministry then approves or rejects.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



### Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM


### Channels Service Delivery:

Ministry of Education website.  
Noor program.







## Following up on the authentication of faculty members' documents from abroad

 **Service Description:** Field: Education and training

A service that provides the ability to follow-up the authentication of certificates submitted by an academic staff member who wants to join Saudi universities.

 **Steps to Obtain the Service:**

- Enter the Ministry of Education website.
- Fill out the registration form.
- Select the Require certificate authentication.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## View school activity plans



### Service Description:

Field: Education and training

The service allows viewing school activity plans.



### Steps to Obtain the Service:

- Enter your username and password on the main website of the Noor program system.
- Click on the Student Activity link.
- Click on the Activity Plans link.
- select the plan, then click on the (other options) link.
- Click on the link (Request to join).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## School activities



### Service Description:

Field: Education and training

The service allows the student and guardian to register in the school's activity plans.



### Steps to Obtain the Service:

- Click on the link (application for enrollment).
- Enter the username and password on the Noor program homepage.
- Click on the Student Activity link.
- Click on the activity plans link.
- Choose the plan and then click on the link (other options).
- Click on the link (registration).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## View and print performance evaluations



### Service Description

Field: Education and training

This service allows viewing and printing the evaluation of the outstanding performance obtained by the student.



### Steps to Obtain the Service:

- Log in to the Noor program system.
  - select the link (Students).
  - Select the student whose rating you want to see.
  - Click on Options).
  - select (Reports).
- select (Grade Reports).
  - select the desired report.
  - Select the required options.
  - Click on (Search) icon.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.




## View and print the certificate of attendance and excellence

 **Service Description:** Field: Education and training

This service allows viewing and printing the student's attendance and excellence certificate.

 **Steps to Obtain the Service:**

- Login to the Noor program.
- Start the service.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## View and print the clubs' seasonal certificate of appreciation



### Service Description:

Field: Education and training

This service allows you to view and print the clubs' seasonal certificate of appreciation.



### Steps to Obtain the Service:

- Login to the Noor program.
- Start the service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.



## Registration of new students


 **Service Description:** Field: Education and training

This service allows automatic admission of new students into uncrowded schools.

 **Steps to Obtain the Service:**

- Log in to the Noor program system through the following link:
- Registration of children.
- Register a new student.
- Enter student data.

- Submit the request.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## Request to upgrade an external scholarship for non-Saudis



### Service Description:

Field: Education and training

The service provides universities with the possibility of upgrading a foreign scholarship for non-Saudi students from an academic stage to a higher academic stage, and taking the approval of the Ministry of Education.



### Steps to Obtain the Service:

- This service is given out through the universities, when all the requirement needed are done, the applicant will communicate with the universities to find out the result of the application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM


Channels  
Service Delivery:

Ministry of Education website.  
Noor program.






## Request to upgrade an external scholarship for non-Saudis


 **Service Description:** Field: Education and training

The service allows universities to upgrade an internal scholarship for non-Saudi students from one academic stage to a higher academic stage and obtain the approval of the Ministry of Education for that.

 **Steps to Obtain the Service:**

- Click on the service link.
- Fill out the scholarship application.
- You can follow the application.
- When you submit the order, you will receive the order number in addition to

a link to the order follow-up mechanism via email or mobile messages, and you can follow up on the order using the number sent.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## Query about the final results of the student



### Service Description:

Field: Education and training

This service is for view a transcript of grades for the year's work, with the ability to print and save.



### Steps to Obtain the Service:

- Log in to the electronic services.
- Click on the (log in through the university website) icon.
- The student will be transferred to the unified access portal for electronic services.
- Register your username and password.
- Click on the academic system icon.
- Click on the (course results) icon from the online registration menu.
- The classroom selection screen will appear, which will be named as follows,

for example (First Semester 4).

- Click on the semester whose results you want to view.
- The course results table will appear.
- If you want to print the table, click on the (Print) icon.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## View the exams schedule



### Service Description:

Field: Education and training

This service allows the student and guardian to obtain the exam schedule.



### Steps to Obtain the Service:

- The guardian's login to his account in the Noor program system.
- Select the son/daughter box.
- select a test schedule.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.




## Update contact information for parents

 **Service Description:** Field: Education and training

The service allows the student's parents to modify and update contact information.

 **Steps to Obtain the Service:**

- Login to the ministry website.
- Start the service.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**


Ministry of Education website.  
Noor program.




## Query basic data for a specific student in a specific school

 **Service Description:** Field: Education and training

Such service allows you to inquire, view and print student data.

 **Steps to Obtain the Service:**

- Login to the ministry website.
- Start the service.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## Request to transfer a student to the health unit



### Service Description:

Field: Education and training

This service allows the student and guardian to request a transfer to the health unit.



### Steps to Obtain the Service:

- Login to the Noor program system.
- select the service.
- Enter the required data.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having an active Noor account.
- The user is granted by a power.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Follow-up on attendance and absence



### Service Description:

Field: Education and training

This service allows viewing and printing the student's lateness and absence report.



### Steps to Obtain the Service:

- Log in and change the service link.
- Select (students), then select (student).
- Click on (Options), then Reports, then (Follow-up reports).
- select (absence and lateness reports), then select the academic year and

- semester.
- select the type of attendance: absence or lateness.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## View student certificates



### Service Description:

Field: Education and training

This service allows you to extract the results of general education students and print the certificates.



### Steps to Obtain the Service:

- Log in to the Noor program system.
- Reports.
- Grade transcripts.
- Notification of the student's result.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having an active Noor account.
- The user is granted by a power.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM


Channels  
Service Delivery:

Ministry of Education website.  
Noor program.







## Inquire about the names of the administration

 **Service Description:** Field: Education and training

This service allows you to inquire, view and print educational administration data.

 **Steps to Obtain the Service:**

- Enter the Ministry's website.
- Start a service.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## Inquire about the subjects taught according to the academic level



### Service Description:

Field: Education and training

This service allows you to inquire about displaying and printing the subjects taught according to the academic level.



### Steps to Obtain the Service:

- Enter the Ministry's website.
- Start a service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having an active Noor account.
- The user is granted by a power.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Follow-up of student violations



### Service Description:

Field: Education and training

This service enables viewing and printing a report on the follow-up of students' behavior violations.



### Steps to Obtain the Service:

- Login to the ministry website.
- Start the service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Registration of subjects in schools in the course system



### Service Description:

Field: Education and training

This service allows the student in the course system (secondary level) to register his subjects in the academic sections.



### Steps to Obtain the Service:

- Log in to the Noor program system through the following link:
- Reports.
- Registration.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The student shall obtain a intermediate stage completion certificate or its equivalent.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Request an identification certificate for a regular student



### Service Description:

Field: Education and training

This service allows the student and guardian to request an identification certificate for the student.



### Steps to Obtain the Service:

- Log in to the Noor system.
- From the parent or student's account.
- Reports.
- Other reports.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Grade entry follow-up report



### Service Description:

Field: Education and training

This service allows the student and guardian to continue entering grades.



### Steps to Obtain the Service:

- Log in to the Noor system.
- select from the list on the right (Options).
- A list will appear, select from it (grades).
- Click on (Enter Grades).
- Enter the required information, then select Save.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.



## Inquiry about teachers' data in the school


 **Service Description:** Field: Education and training

An electronic service provided by the Ministry of Education that enables the beneficiary to inquire, view and print school teachers' data.

 **Steps to Obtain the Service:**

- Select ( School Principal user).
- Click on the Teachers link.
- Click on the Teacher Affairs link.
- Click on the (Search) icon.

• select the teacher whose data you want to view by clicking on his civil record in the list.



 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:** Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996 E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM **Channels Service Delivery:** Ministry of Education website.  
Noor program. 

## Inquire about school data



### Service Description:

Field: Education and training

This service allows the guardian to view the data of his children's basic schools and their geographical location.



### Steps to Obtain the Service:

- Login at Noor program.
- Student Data.
- School data.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.





## Transferring a student from one school to another



### Service Description:

Field: Education and training

An e-service provided by the Ministry of education enables the parent to transfer his student's children from one school to another.



### Steps to Obtain the Service:

- Enter the service.
- Enter your username and password.
- Select the student to be transferred.
- Click on the (transfer) icon from the options.
- select the school you want to transfer the student to.
- Save the application, and continue accepting school principals (Transferred from it and transferred to it).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.




## Search for a private/foreign school within the fee limits

 **Service Description:** Field: Education and training

This service enables all beneficiaries to search for private and foreign schools within a specific fee, so that the service requester sets a minimum and maximum fee limit. The system view all schools that provide their services within the fee limits selected.

 **Steps to Obtain the Service:**

- Login to the ministry website.
- Start the service.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels  
Service Delivery:**

Ministry of Education website.  
Noor program.



## Optional health insurance



### Service Description:

Field: Education and training

The Optional Health Insurance Initiative aims to provide the opportunity for employees of the Ministry of Education who are on the job, including educational and administrative staff, and their families, to benefit from "optional" health insurance services subject to the controls and provisions of the Health Insurance Council.



### Steps to Obtain the Service:

- Login to the ministry website.
- Start the service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Equivalence of diplomas



### Service Description:

Field: Education and training

A service that allows the equivalence of academic certificates for students who obtain a qualification from outside the Kingdom of Saudi Arabia.



### Steps to Obtain the Service:

- Log in to the certificate equivalency portal by clicking on the service link.
- From the home page, select the academic degree for which you would like to request an equivalence.
- Read the general terms and then agree to them by clicking on the "I agree to the terms and instructions" box.
- Click the "Next" icon.
- Enter the certificate information.
- Enter the credit hours, if any, by pressing the "Add" button.
- Enter previous academic degrees by pressing the "Add" button.
- Attach the required documents such as national ID, passport, certificate to be equivalent, transcript, etc.
- Confirm the review of the documents, their accuracy and clarity, and send the application. A window will appear containing its number.
- After submitting, you can follow the progress of the application through the home page. Follow up on application.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.





### Service fees and conditions:

- The need to obtain prior approval to study abroad for those who study at their own expense.
- The presence of the institution and program from which the equivalency student graduated is on the list of universities and programs recommended by the Ministry.
- The previous certificate shall be issued by the Kingdom or equivalent by the committee.
- The student must study at universities or colleges recommended or accepted by the committee, fulfilling at least 75% of the degree requirements.
- The student transferring from one educational institution to another shall complete at least 25% of the graduation requirements of the educational institution granting the degree.
- The basic principle is that the study takes place regularly, full-time, and resides in the country of study. It is permissible for the student to branch out partially during the master's and doctoral studies.

### Field: Education and training

- The documents must be certified by the Saudi Cultural Attaché.
- The original principle is that the university degree is equivalent to its counterparts in the Kingdom. However, in some cases that do not meet the minimum degree requirements stipulated in these regulations, the equivalency may be equivalent to the degree that precedes it and fulfills its requirements.



### Customer services:

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Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

Ministry of Education website.  
Noor program.



## Request for recommendation of non-Saudi academics in Saudi educational institutions



### Service Description:

Field: Education and training

The service enables higher education institutions to evaluate non-Saudi academics enrolled in any of the higher education institutions, their job performance, and other relevant data, by offering to facilitate the decision-making of contracting with them or their transfer to any of the higher education institutions in the



### Steps to Obtain the Service:

- Enter the home page of the university portal .
- Then test the "Recommendation" service.
- Click on the contractor search service from the submenu.
- Enter the details of the contractor whom the university would like to recommend, then click on the "Search" icon.
- After that, the search results will appear. Click on the Request a Recommendation icon corresponding to the person you want to recommend to view his data.
- Ensure the accuracy of the contractor's basic data and academic data.
- The questions of the department representative's procedures are answered,

- then select "Yes" to complete the procedure, and when choosing "No", another question will appear.
- When choosing "No" in the question of recommending a contract with other universities, you shall specify the reason for termination of service from the drop-down list.
- The attachments for the request are then uploaded by clicking on the "Send" icon to send the request.
- After successfully completing the data and submitting the application, you will receive a message stating that the application has been successfully submitted.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

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Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Request authentication of certificates for students studying abroad



### Service Description:

Field: Education and training

An electronic service provided by the Ministry of Education that enables the beneficiary to verify the accuracy of the certificate data obtained by the student studying abroad.



### Steps to Obtain the Service:

- Log in to the service's electronic link.
- select Require certificate authentication.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The student shall be on scholarship or study on his own expenses.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## School activities



### Service Description:

Field: Education and training

The service allows the student and guardian to register in the school's activity plans, and view and print the necessary reports.



### Steps to Obtain the Service:

- Enter your username and password on the dashboard of the Noor system.
- Click on the Student Activity link.
- Click on the Activity Plans link.
- select the plan, then click on the (other options) link.
- Click on the link (Request to join).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.





## View the weekly class schedule



### Service Description:

Field: Education and training

An electronic service provided by the Ministry of Education that enables the student and guardian to obtain the weekly school schedule.



### Steps to Obtain the Service:

- Visit the Ministry of Education website.
- Click on "Services Guide" from the bottom of the home page.
- Search for the "Class Schedule" service.
- Click on (Start Service) then log in.
- Click on "Schedule View".



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The user shall be registered with the school.
- The student shall be enrolled in a semester.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Registration of subjects in course schools



### Service Description:

Field: Education and training

An electronic service provided by the Ministry of Education that enables students of the course system (secondary stage) to register their subjects in the academic sections.



### Steps to Obtain the Service:

- Enter the service link and then go to the student page.
- select the registration link, then click the (Add) icon.
- select the department and subject, then submit the application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.



## A list of the names of students in the classes


 **Service Description:** Field: Education and training

An electronic service provided by the Ministry of Education through the Noor program system, which enables the teacher to request a list of student names in classes.

 **Steps to Obtain the Service:**

- Log in through the service link with your username and password.
- select (Reports).
- select (Student Reports).
- select (disclose student data).

- Select the desired search options using the appropriate filters.
- The statement will appear directly to you.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- The student shall be registered at the school.
- The student shall be registered for a semester.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Ministry of Education website.  
Noor program.



## Equivalency of a study certificate for public education students



### Service Description:

Field: Education and training

An e-service provided by the Ministry of Education enables the student to submit an application to equate the certificate of public learning obtained from abroad with the equivalent of official Saudi education.



### Steps to Obtain the Service:

- Enter the service link.
- Enter the data needed for the service application request.
- Submit the application.
- After submitting the application, you will be notified with the application

number for the follow - up.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Request a students absence report



### Service Description:

Field: Education and training

An e-service provided by the Ministry of education enables the parent and the student to request a report on the attendance and absence of the student during a specific period and review it.



### Steps to Obtain the Service:

- Login through the service link.
- Choose (students), then choose the student.
- Click on (options), then (reports), then (follow-up lists).
- Choose (Absence and Lateness list), then choose the school year and semester.
- Choose the type of attendance (absence or lateness).
- Select the date, click on (view) icon.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Ministry of Education website.  
Noor program.




## Parents' grievance over increased fees for private schools

 **Service Description:** Field: Education and training

An electronic service provided by the Ministry of education that enables parents to make a grievance request to the Education administration regarding the unjustified increase of fees on their children in private and foreign schools.

 **Steps to Obtain the Service:**

- Access to the website of the National Learning Portal.
- Choose parents access.
- Choose grievance registration.
- Enter data according to the steps.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996


E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**


Ministry of Education website.  
Noor program.




## Adding and recording student behavior and attendance

 **Service Description:** Field: Education and training

An electronic service provided by the Ministry of Education that enables the teacher to add and record the student's behavior and attendance to be available in the student's and his guardian's reports.

 **Steps to Obtain the Service:**

- Access the Private Education Portal website through the following link.
- select to enter a guardian.
- select to register an complained.
- Enter data according to the steps.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Ministry of Education website.  
Noor program.



## Adding and recording notes to the student



### Service Description:

Field: Education and training

An electronic service provided by the Ministry of Education that enables the teacher to add and record notes on the student for the parent and student to review.



### Steps to Obtain the Service:

- Enter the main page of the Noor program system.
- Click on the Students link.
- select your target students.
- Add assignments and notes.
- Click (save).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM


Channels  
Service Delivery:

Ministry of Education website.  
Noor program.






## Inquiry about the student's grade results


 **Service Description:** Field: Education and training

An eservice allows the parents and the students inquire about the grade results.

 **Steps to Obtain the Service:**

- Log in to the Noor program system.
- select the link (Students).
- Select the student whose evaluation you want to view.
- Click on (Options).
- select (Reports).

- select (Grade Reports).

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.

 **Customer services:**

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Ministry of Education website.  
Noor program.



## Certificate of replacement for primary school



### Service Description:

Field: Education and training

An electronic service provided by the Ministry of Education through the Noor Program system, which enables the beneficiary to obtain a replacement certificate for a from administering exams for his son in the primary level.



### Steps to Obtain the Service:

- Enter the Noor program system.
- Select "Request a replacement".
- Enter the required data.
- You will receive a verification message on your mobile phone.
- Enter the verification code.
- Fill in the required data.
- The order will be saved in the system and you will receive a text message with the order number.
- You can follow up on the order via the Follow Orders box at the top of the page.
- When the application is accepted, you will receive your certificate in PDF format



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Inquiry about student rewards



### Service Description:

Field: Education and training

This service allows you to inquire about the payment of the reward approved by the State for eligible students.



### Steps to Obtain the Service:

- Login to Noot program.
- Rewards and subsidies.
- View Rewards.
- Enter the student data.
- Click on (search).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noot program.



## General/public educational student registration



### Service Description:

Field: Education and training

This service allows parents to register new students without going to schools and supervisory centers.



### Steps to Obtain the Service:

- Login to Noor program.
- Registration of children.
- Registration of new students.
- Enter the student data.
- Submit the request.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Request a meeting



### Service Description:

Field: Education and training

This service allows all members of the community to meet with ministry officials and coordinate according to priority.



### Steps to Obtain the Service:

- Visit the ministry official website.
- Choose (submit a meeting ticket).
- Fill the required data.
- Choose the entity you want.
- Choose to submit the ticket and the beneficiary will be notified by text

message with the ticket number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



## Request an inquiry



### Service Description:

Field: Education and training

This service allows the beneficiaries to upload and follow up the beneficiaries ' inquiries to the ministry's sectors, education departments and universities.



### Steps to Obtain the Service:

- Visit the ministry official website.
- Choose (submit an inquire ticket).
- Fill the required data.
- Choose the entity you want.
- Choose to submit the ticket and the beneficiary will be notified by text message with the ticket number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.moe.gov.sa](http://www.moe.gov.sa)  
Phone Number: 19996

E-mail: [info@moe.gov.sa](mailto:info@moe.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ministry of Education website.  
Noor program.



# MINISTRY OF FOREIGN AFFAIRS services

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وزارة الخارجية  
MINISTRY OF FOREIGN AFFAIRS





## Request a Family Visit



### Service Description:

Field: Residents & Visitors Affairs

An electronic service provided by the Ministry of Foreign Affairs that enables the beneficiary to request a visit permit for relatives of citizens and residents of the first degree (parents, wife and children)



### Steps to Obtain the Service:

- Fill out the electronic form via the Ministry of Foreign Affairs e-visa services website, and have it stamped and certified electronically by the Chamber of Commerce or the employer.
- Insert all data using Arabic language, except for the names if the required to visit are non-Arab nationals , matching their passports.
- Valid residence permits for residents.
- The person sought from the relatives must be of the first degree.
- For residents, the visa applicant shall be a holder of a work residence and not an escort.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer care@mofa.gov.sa](mailto:customer care@mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Visa Application for Diplomatic Missions Employees Families in the Kingdom of Saudi Arabia



### Service Description:

Field: Residents & Visitors Affairs

A service provided to employees of diplomatic missions to obtain a residence visa for their families who hold ordinary passports



### Steps to Obtain the Service:

- Log into the website of the Ministry of Foreign Affairs.
- Follow the following path: individuals - Resident - Diplomatic Missions Employees Residence Visa Application.
- Then follow the site's instructions.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The "Family" means: wife, minor children under 18 years old, unmarried daughters.
- Fill out the electronic form via the ministry of foreign affairs e-Visa services

website, related to the families holding ordinary passports

- insert all data using Arabic language, except for the names, if the required to visit are non-Arab nationals , matching their passports.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



# An application for a work Visa for Diplomatic Missions Employees Inside the Kingdom of Saudi Arabia



## Service Description

Field: Hajj & Umrah

A service that enables the diplomatic missions employees to apply for a visa to work under their personal sponsorship.



## Steps to Obtain the Service:

- Log into the website of the Ministry of Foreign Affairs.
- Follow the following path: Individuals - Resident - Diplomatic Missions Employees Residence Visa Application.
- Then follow the site's instructions.



## Service fees and conditions:

### Service fees:

- No Fees.

### Terms of Service:

- Fill out the electronic form via the ministry of foreign affairs e-Visa services website, related to the families holding ordinary passports.
- Insert all data using Arabic language, except for the names, if the required to

visit are non-Arab nationals , matching their passports..

- The "Family" means: wife, minor children under 18 years old, unmarried daughters.
- The applicant must have access to the e-Visa Services platform.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer care@mofa.gov.sa](mailto:customer care@mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Document Attestation Services



### Service Description:

Field: Residents & Visitors Affairs

It is a service that aims to give documents legal validity for use outside the borders of the country in which they were created. The document attestation service includes the following types: attestation of educational documents - attestation of agencies and marriage contracts - attestation of commercial documents - attestation of letters - attestation of personal status



### Steps to Obtain the Service:

- Log on to the Ministry of Foreign Affairs website.
- Choose digital services.
- Choose document authentication service.
- Fill in the required fields.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submitting requests to authenticate documents through the electronic portal of the Ministry of Foreign Affairs.
- Electronic payment via the SADAD payment system and the Enjaz website

for missions in order to authenticate documents.

- Visit the Ministry's office, one of its branches, or the missions abroad to authenticate the documents.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Extension of Re-entry Visas



### Service Description:

Field: Hajj & Umrah

An e-service provided by the Ministry of Foreign Affairs that enables citizens and Government Agencies to request an extension of Re- Entry Visas.



### Steps to Obtain the Service:

- Click on the service link.
- Read the terms and Requirements.
- Click on (Start Service).



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- The person for whom the extension is requested stayed out side the Kingdom of Saudi Arabia for a period that exceeded 7 months for residents to work, and 13 months for wife and children, In the event that the specified period is not exceeded, the application shall be submitted directly to the relevant embassy
- Fill out the electronic form via the Ministry of Foreign Affairs e-visa services website, and have it stamped and certified electronically by

- the Chamber of Commerce
- The number and date of the Ministry of Interior's approval for the extension must be recorded.
- The residence of the Requested Person must be valid.
- Insert all data in Arabic Language, except for the names if the required to visit are non-Arab nationals , matching their passports..
- The extension of the return for the citizens wives, must be requested from the embassy regardless of the duration, as long as the residence permit is valid.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 920011114

E-mail: [customercare@mofa.gov.sa](mailto:customercare@mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Escorts Residence Visas



### Service Description:

Field: Residents & Visitors Affairs

An e-service provided by the Ministry of Foreign Affairs that enables the beneficiary to apply for an entry visa to the Kingdom for his Escorts.



### Steps to Obtain the Service:

- Log into the e-Visas website.
- Select (Individuals).
- Select the desired service.
- Fill out the form.
- You will be notified of the transaction number to proceed with the Application.



### Service fees and conditions:

**Service fees:**

- 200 SAR

**Terms of Service:**

- No terms.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Cargo delivery visas



Field: Residents and Visitors Affairs



### Service Description:

An electronic service provided by the Ministry of Foreign Affairs that enables the beneficiary to apply for an entry visa to the Kingdom for the purpose of delivering goods.



### Steps to Obtain the Service:

- Log into the Ministry of Foreign Affairs website.
- Click on available Services that appears in the middle of the page.
- Many services will appear in front of you, choose "Cargo Visa".
- Click on "Sign in: and "start service".
- Fill in the required data and then submit the application.



### Service fees and conditions:

#### Service fees:

- 500SAR

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Transit Visas



### Service Description:

Field: Residents & Visitors Affairs

An electronic service provided by the Ministry of Foreign Affairs that enables transit visa applicants to enter their data through the Saudi Transit Visa Portal and is available to applicants of any nationality, using the Enjaz platform for visa e-services, and the transit visa allows individuals to pass through the Kingdom of Saudi Arabia, and it also allows a short stay that does not exceed a period of 12 hours, and transit visas are available within 48 hours and 96 hours.



### Steps to Obtain the Service:

- Log into (Enjaz) website.
- Select (Individuals).
- Select (Visa Application from Saudi Missions Abroad).
- Click on (Register) to create a new account, if you do not already have one, and provide the required information.
- You must agree to the terms and conditions, to be able to proceed
- You will then be redirected to a new page, where you will be asked To insert all your information, in addition to a 200 × 200 photograph.
- Select the visa type by selecting (transit visa).
- Fill in all the required information in the application form then click (Save).



### Service fees and conditions:

#### Service fees:

- 300SAR

#### Terms of Service:

- Original passport valid for at least six months.
- A residence permit from the country from which you are applying.
- Passport-sized colored photograph.

- Fill out and sign the Saudi visa questionnaire.
- Sign the list of Saudi laws.
- Fixed ticket booking, to confirm your stay in Saudi Arabia.
- The printed visa application is submitted through Enjaz portal.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 920011114

E-mail: [customer care@mofa.gov.sa](mailto:customer care@mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Portal





## Exit Visa for Diplomatic and Special Passports Holders



Field: Residents and Visitors Affairs



### Service Description:

An electronic service provided by the Ministry of Foreign Affairs that enables the issuance of exit visas for holders of Saudi diplomatic and special passports whether multiple or single, and for a specific period.



### Steps to Obtain the Service:

- Log into the protocol system through official in charge, in the respective entity
- Select "Issuance of Exit Visa for Diplomatic and Special Passports".
- Fill out the electronic form with the requirements attached.
- Apply.
- In case of issuance of the Visa ,you will receive a text message, and you can inquire about it through the Ministry of Foreign Affairs website.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Extension of Exit Visa for Diplomatic and Private Passport Holders



### Service Description:

Field: Residents & Visitors Affairs

An e-service provided by the Ministry of Foreign Affairs that enables holders of Saudi diplomatic and special passports to extend exit visas.



### Steps to Obtain the Service:

- Fill out the exit visa extension form for diplomatic and special passports.
- Send the form along with the required documents to the (Saudi Diplomats Affairs Department).



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Portal



## Applying for a Work Visa for Organizations and Representations



### Service Description:

Field: Residents and Visitors Affairs

An electronic service provided by the Ministry of Foreign Affairs that enables representations and service offices to enter and process the data of work visa applicants, verify their validity from various countries of the world, and link them to the internal authorities in the Kingdom.



### Steps to Obtain the Service:

- Click on the service link.
- Follow the path: Next, individuals, then resident, then apply for a work visa for employees of diplomatic missions inside the Kingdom of Saudi Arabia..
- Complete the application and then get notified with the reference transaction number.



### Service fees and conditions:

#### Service fees:

- 11 SAR

#### Terms of Service:

- Fill out the electronic form via the Ministry of Foreign Affairs e- visa services website.
- The person sought shall be a holder of an ordinary passport.

- insert all data using Arabic Language except for the names if the required to visit are non-Arab nationals , matching their passports..



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114


E-mail: [customercare@mofa.gov.sa](mailto:customercare@mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:


E- Service




## Traffic Tickets

 **Service Description** Field: Residents & Visitors Affairs

An e-service provided by the Ministry of Foreign Affairs that enables citizens to issue a traffic ticket abroad to return to the Kingdom's territory.

 **Steps to Obtain the Service:**

- Pay Ticket issuance fees through the Enjaz payment link.
- Fill out the form and attach the required photos and documents.
- Print, sign, and attach the form>
- The system will send an email and text message confirming the registration process, or to report any other requirements.



 **Service fees and conditions:**

**Service fees:**

- 53 SAR

**Terms of Service:**

- No tems.

 **Customer services:** | Website: [www.mofa.gov.sa](http://www.mofa.gov.sa) | Phone Number: 920011114 | E-mail: [customercare@mofa.gov.sa](mailto:customercare@mofa.gov.sa) | Response Hours: 24 hours | **Channels Service Delivery:** | E- Portal | 

## Applications and Visa Inquiry



### Service Description

Field: Residents and Visitors Affairs

An e-service provided by the Ministry of Foreign Affairs that enables the beneficiary to inquire about previously submitted applications, and the visas issued thereafter, by inserting some search criteria that support privacy.



### Steps to Obtain the Service:

- Log into the e-Visa platform.
  - Select (Inquire about an Application status).
  - Select the application type that is to inquire about from the list.
  - insert the application number and image code.
  - Click on (Enquire).
- After querying: The result shall be appeared directly to you.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No Terms.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 920011114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



## Personal Visit Visas



### Service Description:

Field: Residents & Visitors Affairs

An e-service provided by the Ministry of Foreign Affairs that enables to apply for a visit visa for persons with no commercial or family relations with the visa applicant.



### Steps to Obtain the Service:

- Fill out the electronic form via the Ministry of Foreign Affairs e-Visa Services website.
- insert all data in Arabic language except for the names if the required to visit are non-Arab nationals , matching their passports..
- Submit the electronic form and notification of the reference number.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- No tems.



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 92001114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Portal



## Medical Treatment Visas



Field: Residents and Visitors Affairs



### Service Description:

An e-service provided by the Ministry of Foreign Affairs, which enables foreigner medical treatment visa applicants to apply for a visit to the Kingdom for the purpose of treatment.



### Steps to Obtain the Service:

- Visit the website of the Ministry of Foreign Affairs.
- Click on Available Services in the middle of the page.
- Many services will be appeared in front of you, choose "Medical Treatment Visa".
- Click on "Sign in" and "start service".
- Fill in the required data and then submit the application.



### Service fees and conditions:

#### Service fees:

- 200 SAR

#### Terms of Service:

- Private hospitals must bring a letter of attestation from the Health Affairs



Customer services:

Website: [www.mofa.gov.sa](http://www.mofa.gov.sa)  
Phone Number: 920011114

E-mail: [customer@care.mofa.gov.sa](mailto:customer@care.mofa.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- Service



# Ministry of Municipal Rural Affairs and Housing

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**وزارة البلديات والإسكان**  
**Ministry of Municipalities and Housing**



## Prefabricated Building Inspection



### Service Description:

Field: housing, municipal services and utilities

A mechanism for checking the quality of existing buildings through certified examiners, according to which a detailed report is issued on the condition of the residential unit, and the service can be obtained by the Sustainable Construction Service in the Housing and Real Estate Development sector.



### Steps to Obtain the Service:

- Log in to the Sustainable Construction Platform.
- Click on the (project management-prefabricated buildings service icon)
- Click on (register a project icon).
- Fill the data required.
- Accept the terms and provisions.
- Click on Submit an application.
- Click on (Request for examination icon).After payment the date and time

period are set.

- After payment the date and the period of time shall be selected.
- The application shall be accepted by one of the examiners.
- Registration of the visit, business inspection and reporting are done through the system.
- After the reports approval, it shall be sent to the applicant.



### Service fees and conditions:

#### Service fees:

- Starting from 400 SR for apartment inspection.
- Starting from 700 SR for the inspection of the residential villa.

#### Terms of Service:

- Instrument number.

- Building permit number.
- Plans if any.
- Guarantees Engineering office receipts, if any.
- Building completion certificate number, if applicable.
- More in the service user guide.



Customer  
services:

Website: [www.momrah.gov.sa](http://www.momrah.gov.sa)  
Phone Number: sakani199090 / balady199040

E-mail: [infocs@momrah.gov.sa](mailto:infocs@momrah.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Transfer of electricity ownership



### Service description:

Field: Main domain

An e-service provided by the Saudi Electricity Company that allows the owner of a new property to submit a request to amend the basic data of the actual consumer, and issue an electricity bill in its name.



### Steps to Obtain the Service:

- Register on the Saudi Electricity Company website.
- Sign in with username and password.
- Submit an application for transfer of ownership.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Service terms

- An account is required in the municipal operations platform.



Customer services:

Website: [www.momrah.gov.sa](http://www.momrah.gov.sa)  
Phone Number: sakani 199090 / balady 199040

E-mail: [infocs@momrah.gov.sa](mailto:infocs@momrah.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Saudi Electricity  
Company website.



## Proof of Labour Housing



### Service description:

Field: jobs and employments

It is a service which allows company owners (or its commissioners) to prove the housing for its workers.



### Steps to Obtain the Service:

- Go to the group housing platform.
- Press (log in) and log in via national access.
- Authorized establishments are shown to you by clicking on (Procedures).
- Select the housing type.
- Click on the (Define a residence icon) to add the property and unit data.
- After inputting the property data, click on (Creating a housing unit) and then (Execute) when finished.
- From the list of properties, select the property, and then click on (Housing).
- Click on (execute).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- List the housing units intended for Labour Housing and enter them during the specified period.
- Ensure that the entered data of the housing are accurate.

- Prepare the data of all employees at the establishments to ensure the registration of their housing status.



Customer services:

Website: [www.momrah.gov.sa](http://www.momrah.gov.sa)  
Phone Number: sakani 199090 / balady 199040

E-mail: [infocs@momrah.gov.sa](mailto:infocs@momrah.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



## Group housing for individuals



### Service description:

Field: main domain

Such service enables real estate owners and renters to issue a group housing license for individuals, as it contributes to ensure that collective housing for individuals adheres to the health, technical and safety requirements that are necessary in housing.



### Steps to Obtain the Service:

- Access to ( Balady) portal via unified access (Absher).
- Determine the applicant's capacity.
- Select the location of the housing to be licensed from the map.
- Review and approve compliance with the site requirements required by the secretariat at the chosen location.
- Enter the property data and the estimated capacity of the property.
- Selecting an engineering office to inspect the housing.
- Selection of property ownership type and data (owner-renter).
- Attach a photo of the property and a copy of the lease agreement in case the housing is rented.
- The beneficiary shall acknowledge the validity of all data.
- Submit the request.
- The engineering office shall conduct an inspection visit after agreeing on the cost within two working days.
- The license shall be issued after the residence meets the requirements and can be printed through the My Requests and Licenses icon.



### Service fees and conditions:

#### Service fees:

- Fees shall be in accordance with the agreement with the engineering office.

#### Service terms

- Capacity is 20 people or more.Ensure that the entered data of the housing

are accurate.

- Availability of site requirements and approved health, technical and safety.
- The presence of a deed, lease contract, or approval from the project owner.



Customer services:

Website: [www.momrah.gov.sa](http://www.momrah.gov.sa)  
Phone Number: sakani 199090 / balady 199040

E-mail: [infocs@momrah.gov.sa](mailto:infocs@momrah.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

E- portal



# Ministry of justice

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وِزَارَةُ الْعَدْلِ  
Ministry of Justice



## Request to reconsider a deleted case



### Service Description:

Field: Tax services

A service that allows the plaintiff or his agent to submit a request to reconsider the deleted case



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (elimination)
- Accessing the service (request to reconsider a deleted case)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new application
- Select (Reconsider a crossed out case)
- Enter the required data
- Click on Send to receive a notification of the order number in addition to a text message to follow up on the status of the order
- You can access the Najiz portal using your national access account



### Service fees and conditions:

#### Service fees:

- 25% of the costs of hearing the case the first time.

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary or one of the parties to the lawsuit in the case.
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary.
- The case for which the application is submitted must be crossed out.
- The request must be within the period specified by law.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Inquire about approved implementation service providers



### Service Description:

Field: Tax services

A service that allows the beneficiary to inquire about enforcement service providers licensed by the Ministry of Justice.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (inquiry about approved implementation service providers)
- Click on the icon (Submit a new application)
- Choose the license type (execution service providers)
- Choose the region, court, and type of service required
- A list of the selected service providers is displayed



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Certification of the marriage contract



### Service Description:

Field: Tax services

A service that allows the beneficiary to electronically document his paper marriage contract issued by the licensed official in the Ministry of Justice's systems



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social solutions)
- Accessing the service (attesting a marriage contract)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Enter the applicant's capacity - data of the parties: husband, wife, guardian

(or their agents)

- Attach all required documents
- Submission of the application
- The beneficiary will be notified by text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Attach the marriage medical examination
- The presence of a valid power of attorney if the applicant is an agent.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Acknowledgment verification



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify the authenticity of the declaration issued by the Ministry of Justice, and to view and download the declaration instrument



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (verification services)
- Login to the service (Verify Declaration)
- Click on the icon (Submit a new application)

- Enter the required data (document number, identity number of one of the parties, identity number. Inquirer)
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process
- The decision must be electronic.

- Document number.
- Identity number of one of the parties.
- Inquirer ID number.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Acknowledgment of receipt of a sum of money



### Service Description:

Field: Tax services

A service that allows the beneficiary to issue an acknowledgment of receipt of a sum of money received from another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (power of attorney and declarations)
  - Accessing the service (acknowledging receipt of a sum of money)
  - Click on the icon (Submit a new application)
- Enter the data of the deliverer and the recipient
  - Enter the details of the approval, inspection, and then approval



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- All parties to the declaration must be 18 years of age or older
- One of the parties to the declaration must not be mentally ill
- All parties to the declaration must be alive.

- None of the parties to the declaration shall be completely or partially prohibited from disposing of the funds.
- The agency must be valid if the applicant is an agent.
- The total amounts of declarations of receipt of a sum of money must not exceed 3 million SAR in one Hijri year.
- The number of declarations of receipt of a sum of money shall not exceed 5 declarations in one Hijri year.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request a license for a foreign law firm



### Service Description:

Field: Tax services

A service that allows the beneficiary to obtain a license to practice the legal profession for a foreign law firm



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (licenses)
- Accessing the service (request a foreign law firm license)
- Click on the icon (Submit a new application)
- Enter the required data (office data at the headquarters, data
- The partners representing the office in the Kingdom, their practical experiences, and attaching the required documents)
- Agreeing to acknowledge and pledge the accuracy of the data
- Click on the "Submit Request" icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Data of the foreign law firm at the main headquarters and branches (minimum of three branches)
- Data on the necessary licenses to practice the legal profession for the office at the main headquarters and branches

- A statement of the number of employees for each branch and achieving the minimum (three employees for the branch, practicing work of a regular nature).
- Data on licenses to practice the profession and practical experiences of partners.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Insolvency application



### Service Description:

Field: Tax services

A service that allows the beneficiary to view the data of insolvency claimants pending in the courts



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (implementation)
  - Accessing the (Insolvency Requests) service
  - Click on the icon (Submit a new application)
- A list of insolvency applications is displayed



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to reactivate an implementation request after the expiry of the grace



### Service Description:

A service that allows the beneficiary (execution requester) to request re-issuance of decisions against the person against whom the execution was carried out after the expiry of the agreed upon period.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to reactivate an execution request after the expiration of the grace period)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Choose (Request to reactivate the implementation request after the expiry of the grace period)
- Determine the cause
- Download the attachment
- Save and send
- Notification will be given upon approval



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in implementation.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request the first defense memorandum



### Service Description:

Field: Tax services

A service that allows the defendant or his representative to submit a memorandum to respond to the claims submitted by the plaintiff before the first hearing is held



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (elimination)
- Access the service (request the first defense memorandum)
- Click on the icon (Submit a new application)
- Selecting the case Selecting (initial defense memorandum)
- Add a new note
- Enter application content data
- Submission of the application
- You will receive a notification of the order number in addition to a text message to follow up on the status of the order
- You can access the Najiz portal using your national access account



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary
  - A valid guardianship document if the applicant is the beneficiary's guardian.
  - Judicial status is pending.
  - The status of the case is pending.
  - Submission before the first session is held.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Request to process a failure to file an electronic procedure



### Service Description:

Field: Tax services

A service that allows the beneficiary (against whom the execution was executed) to request treatment of the failure to file any action that was not filed after the execution of the judgment



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to process a failure to file an electronic procedure)
- Click on the icon (Submit a new application)
- Entering the request you wish to request processing for which a procedure has failed
- Click on (Request to process a failure to file an electronic procedure)
- Select the type of defaulted action
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process.

- Transaction number.
- Year of transaction.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Cancel an establishment account



### Service Description:

Field: Tax services

A service that allows the beneficiary to cancel a previously activated facility account



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the business package
- Login to the service (cancel an establishment account)
- Click on the "Submit a New Request" icon
- Enter the required data
- Submission of the application
- The beneficiary is notified by the system when the request is approved or rejected



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- . National facility number.
  - Articles of Association (if the Articles of Association are not electronically documented by the entity exported)
  - Establishment information (if the articles of incorporation are not electronically documented by the issuing entity)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Verify a transaction



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify transaction data within the Ministry, while following up on the transaction's movement



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (verification services)
- Login to the "Transaction Verification" service
- Click on the icon (Submit a new application)
- Enter the required data (transaction number, transaction year)
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process.
- Transaction number.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Submit an implementation request



### Service Description:

Field: Tax services

A service that allows the beneficiary to submit a request to execute the executive bond, whether it is a financial amount, a court ruling, a decision, or a report in personal status matters, or whether the subject of execution is an act or an abstention from an act, such as evacuating a property.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (submitting an implementation request)
- Click on the icon (Submit a new application)
- Determine the type of request
- Entering the data of the applicant for implementation (if the status of the applicant is "on behalf of "Same" data is automatically fetched from the system
- Enter port data against it
- Enter the application content data (in addition to downloading a copy of the document - a translation if it is not in Arabic)
- Submission of the application
- You will receive a notification of the order number in addition to a text message
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

#### Service fees:

- yes

#### Terms of Service:

- . Fill out the profile data in the Najiz portal (for the first time only and does not require entering it later)
- An effective IBAN account linked to the name and ID number of the applicant
- Attach the required (mandatory) documents, as the types of documents vary

depending on the type The bond.

- Implementation by a valid power of attorney with powers (request for execution - acknowledgment) if the applicant is an agent on behalf of the beneficiary.
- Knowing the data of the person being executed against: 1. The type of person being executed against (individual - company - institution -... etc.) 2. Full name 3. Nationality 4. Type of ID 5. ID number 6. Address if available.



### Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to stop the case



Field: Tax services



### Service Description:

A service that allows the plaintiff/defendant or their agents to submit a request to stop the progress of a case



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (elimination)
- Accessing the service (request to stop the case proceeding)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new application
- Select (Request to stop the case proceeding)
- Enter application content data
- Submitting the application and receiving a notification of the application number in addition to a text message
- To follow up on the status of the request
- You can access the Najiz portal using your national access account



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent
- beneficiary.
- A valid guardianship instrument. If the applicant is a guardian of the beneficiary, the application can be submitted for first-degree and appeal cases.
- The case must be one of the following: - Under consideration - Awaiting preparation of the study - Under consideration for appeal - Awaiting review of the draft study - Awaiting discussion - Awaiting initial report - Awaiting approval of the session.
- The beneficiary can enter the required moratorium period (from 1 month to 6 months)
- The beneficiary can enter the reasons for the request and attachments.
- The beneficiary cannot submit a request to stop the proceeding of the case if there is a previous request that has not been decided.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:


Najiz



## Data from those who have been proven insolvent


 **Service Description:** Field: Tax services

A service that allows the beneficiary to view the data of insolvent persons who were issued an insolvency certificate

 **Steps to Obtain the Service:**

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Click on the service (Data of those proven insolvent)
- Click on the icon (Submit a new application)

• Reviewing data from those who have been proven insolvent

 **Service fees and conditions:**

**Service fees:**

- No fees

**Terms of Service:**

- No terms



**Customer services:**

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Najiz



## Urgent claims



### Service Description:

Field: Tax services

A service that allows the beneficiary to file a lawsuit related to the origin of the dispute in which there is a fear that the right will be lost and the damage will not be remedied. A lawsuit must be filed regarding the origin of the dispute within the period specified by law.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Choose all electronic services
- Choose a package (elimination)
- Accessing the "Claim Newspaper" service
- Click on the icon (Submit a new application)
- Enter the required claim classification
- Review the requirements of the chosen lawsuit
- Entering the data of the parties to the case
- Enter case data
- Attach the required supporting documents according to the type of claim
- Press send
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

#### Service fees:

- Yes

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary or one of the parties to the lawsuit in the case.
- A valid guardianship document if the applicant is a guardian of the beneficiary.
- The presence of a national ID, regular residence, visitor ID, and pilgrim ID.
- National address.
- The identity of the plaintiff and defendant.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Verification of a judicial license



### Service Description:

Field: Tax services

A service that allows the beneficiary to check the status of licenses issued by the Ministry



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (verification services)
- Access the judicial license verification service
- Click on the "Submit a new request" icon
- Enter the required data (license type, license number)
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process..
- Type of licenses.
- License number.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Request to issue a decision to lift 46



### Service Description:

Field: Tax services

A service that allows the beneficiary (against whom it was executed) to request the filing of Decision 46 procedures after he has fully executed the executive instrument



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a decision to raise 46)
- Click on the icon (Submit a new application)
- Select the implementation request, click on (other action requests)
- Choose (Request to issue a decision to lift 46)
- Determine the cause
- Download the attachment
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request.
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary.
- Request status (in progress) or (completed).

- Lack of demand for the same type of service (employees).
- An effective decision 46 was issued on the request.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Verification of marriage contract



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify the registered marriage contract electronically.



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (verification services)
- Accessing the service (verifying a marriage contract)
- Click on the icon (Submit a new application)
- Enter the required data (document number, ID number)
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process.
- The marriage contract must be electronic.
- Marriage contract number.
- ID Number.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of a previous marriage



### Service Description:

Field: Tax services

A service that allows the beneficiary to authenticate a previous marriage contract, by filling out the customized form when choosing this service, completing the rest of the procedures, having all parties approve the request, and after approval, an official marriage document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Accessing the service (documenting a previous marriage)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Enter the following data: Applicant (husband - wife - or their representatives)
  - Marriage information – Marriage conditions – Guardian or representative – Children's information – Place of the incident – Witnesses
- Submission of the application
- The beneficiary will be notified by text message with the application number and submission date
- The contract parties will be notified by text messages to authenticate the request by entering the authentication link after the verification is complete.
- After approval, the application is approved by the competent team and the marriage contract document is issued.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





### Service fees and conditions:

Field: Tax services

#### Service fees:

- No fees

#### Terms of Service:

- Provide supporting documents according to the requirements of the electronic form for the service.
- Providing the electronic divorce document number if the wife is divorced, or providing a copy of the paper divorce document.
- If the woman has a deceased husband, she must provide the documentation number of the deceased's heirs if it is electronic, or provide a copy of the inheritance registration instrument if it is paper.
- Providing all data of the parties to the marriage contract (husband - wife - wife's guardian - their agents - witnesses).
- The age of all parties to the contract and witnesses must be above 18 years of age. If the husband or wife is less than 18 years of age, an instrument of approval for early marriage issued by the competent court is required, and a

passport receipt documented on the Absher website for all parties.

- The woman's guardian must be in accordance with the sequence of legal guardianship of the woman, and proof of the transfer of guardianship from the father to others must be attached.
- If one of the parties to the marriage is a Saudi and the other is a non-Saudi, he is subject to a regulation on the marriage of a Saudi to a non-Saudi issued by Ministry of Interior Resolution No. 6874 dated 12/20/1442 AH.
- The presence of a valid power of attorney if the applicant is an agent, or the external power of attorney must be attached after it is certified by the Ministry of Justice.
- If the documents are issued from outside the Kingdom, they must be certified by the Ministry of Justice. If the applicant is an agent under an external agency, it will be verified. If not verified, the agency will be attached to the application.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Real estate stock exchange



### Service Description:

Field: Tax services

An integrated platform for real estate wealth management, providing real estate trading, mortgage and financing services, in addition to real estate sorting and merging services using the real estate identity, in addition to the real estate emptying service.



### Steps to Obtain the Service:

- Log in to the Real Estate Stock Exchange platform with the National Access Account
- From the list of services, choose the required service



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The real estate instrument must be electronic.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Statement of Claim



### Service Description:

Field: Tax services

A service that allows the beneficiary to file a lawsuit in one of the general, criminal, legal, commercial, personal status, or labor courts



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Choose all electronic services (Choose the elimination package)
- Accessing the "statement of Claim" service
- Click on the icon (Submit a new application)
- Enter the required claim classification
- Review the requirements of the chosen lawsuit
- Entering the data of the parties to the case

- Enter case data
- Attach the required supporting documents according to the type of claim
- Submit the request
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

#### Service fees:

- Legal costs calculator

#### Terms of Service:

- Having a national ID, regular residency, visitor ID, or pilgrim ID
- A valid power of attorney that includes a pleading clause if the applicant is an agent for the beneficiary.
- A valid guardianship document if the applicant is a guardian of the

beneficiary.

- National address.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Issuing an individual agency



### Service Description:

Field: Tax services

A service that allows the beneficiary to issue a power of attorney electronically and be approved directly without the need to visit a notary public, and to notify the parties of the power of attorney of its issuance



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (agencies and declarations)
- Accessing the service (issuing an individual power of attorney)
- Click on the icon (Submit a new application)
- Enter client data



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The beneficiary must be (Saudi) or (resident) and his ID is valid
- The beneficiary must be over 18 years old
- The beneficiary must have full legal capacity

- The beneficiary must have an active account on the (Absher) portal.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## A guide to marriage officials



### Service Description:

Field: Tax services

A service that allows the beneficiary to view a list of marriage licensees authorized to work, classified by city, with the ability to search by the name of the authorized person and the city.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (licenses)
- Accessing the service (Directory of Marriage Authorities)
- Click on the icon (Submit a new application)
- Search using one of the directories available for search
- View lists of marriage officials authorized to work



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Financial Report



### Service Description:

Field: Tax services

Inquiry about financial movements received into the beneficiary's account



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Access the (Financial Report) service
- Click on the icon (Submit a new application)
- Enter the required data
- Submit a search request



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Enter the Najiz portal
- The user must have financial requests that include incoming transfers.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Inquiry about an execution request



### Service Description:

Field: Tax services

A service that allows the beneficiary to review all of his requests, whether he is the one submitting the request, requesting the execution, or against whom it is executed, of all types, whether they are financial requests, personal status requests, or direct execution.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (inquiry about an execution request)
- Click on the icon (Submit a new application)
- Search for the request using search parameters



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- There is at least one implementation request submitted



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Receiving a commercial report



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify the validity of the invoices, while tracking the value of the invoices and the remaining amounts



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the national access account
- Select all electronic services
- Choose a package (verification services)
- Login to the service (Check my Farajat bills)
- Click on the icon (Submit a new application)
- Enter (invoice number)



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Farajat invoice number.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950


E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
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Channels  
Service Delivery:


Najiz





## Acknowledgments

	<b>Service Description:</b>	Field: Tax services
A service that allows the beneficiary to view all of their electronic returns and enable them to view their details		

	<b>Steps to Obtain the Service:</b>	
<ul style="list-style-type: none"><li>• Log in to the Najiz portal with the national access account</li><li>• Select all electronic services</li><li>• Choose a package (agencies and declarations)</li><li>• Login to the “Declarations” service</li><li>• Click on the icon (Submit a new application)</li></ul>		<ul style="list-style-type: none"><li>• See the declarations</li></ul>

	<b>Service fees and conditions:</b>	
<b>Service fees:</b> <ul style="list-style-type: none"><li>• No fees</li></ul> <b>Terms of Service:</b> <ul style="list-style-type: none"><li>• No terms</li></ul>		

 <b>Customer services:</b>	Website: <a href="http://www.moj.gov.sa">www.moj.gov.sa</a> Phone Number: 1950	E-mail: <a href="mailto:1950@moj.gov.sa">1950@moj.gov.sa</a> Response Hours: 07:30 AM - 02:30 PM	<b>Channels Service Delivery:</b>	Najiz	
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## Custody documentation



Field: Tax services



### Service Description:

An electronic service that allows the custodian or her agent to submit a request to document custody of her children under the age of 18, in specific cases such as her divorce, the father's absence, or his illness, provided that there is no dispute over custody.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Access to the service (custody documentation)
- Click on the "Use the Service" icon
- Enter the following data: applicant (custody or representative) - father  
The child in custody - the reason for requesting the document - the witnesses

- Submit the request
- The beneficiary will be notified by text message with the application number and submission date
- Witnesses to the authentication request will be notified after it has been audited after authentication
- The applicant will be notified of the issuance of the document in the approved documents



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The presence of an account for the beneficiary - the incubator or her agent - in Najiz

- The presence of a valid power of attorney if the applicant is an agent
- Authentication of documents by the Ministry of Foreign Affairs and the Ministry of Justice if the documents were issued outside the Kingdom.
- Attach the power of attorney if the applicant is an agent under the foreign power of attorney after ratifying it.
- Supporting documents according to service requirements.



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## Facility issues



### Service Description:

Field: Tax services

A service that allows the beneficiary to view the establishment's cases, as well as the cases filed against it and their details



### Steps to Obtain the Service:

- Log in to the Najiz Arab National Access Portal
- Login to the establishment's account
- Click on facility issues service



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Activate an establishment account
- There are issues at the facility



Customer services:

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Channels  
Service Delivery:

Najiz



## Request to terminate the executive bond



### Service Description:

A service that allows the beneficiary (execution requester) to submit a request to terminate the executive document due to reconciliation, waiver, or receipt of the amount, property, or custody.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to terminate the executive document)
- Click on the icon (Submit a new application)
- Select the execution request. Click on (Request to terminate the execution document)
- Determine the cause
- Submission of the application



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request.
- A valid guardianship document if the applicant is a guardian of the beneficiary.

- Request status (in progress) or completed.



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Channels  
Service Delivery:

Najiz



## Virtual notary



### Service Description:

Field: Tax services

The virtual notary is a digital structure that aims to provide notarial services electronically without the need to visit judicial facilities, as it provides a number of services related to agencies, declarations, and real estate, by filling out the custom form when choosing the appropriate service and completing the rest of the process. Opinions and approval of the application. After approval by the competent team, the document is officially issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the "Virtual Notary" package
- Login to the "Virtual Notary" service
- Click on the "Create a new request" icon
- Choose the type of service
- Enter the required data
- Submit the request
- The beneficiary will be notified by text message with the application number and application submission details



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Provide supporting documents according to the requirements of the electronic form for the service
- Fill out the content of the application

- If the applicant is an agent, a valid power of attorney must be present, or an external power of attorney must be attached after it is certified by the Ministry of Justice



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Channels  
Service Delivery:

Najiz





## Acknowledgment to pay a debt



### Service Description:

Field: Tax services

A service that allows the beneficiary to acknowledge the payment of a debt owed to another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (power of attorney and declarations)
  - Accessing the service (Debt Payment Declaration)
  - Click on the icon (Submit a new application)
  - Enter declaration data
  - Inspection and approval
- The parties to the declaration will be notified



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- The age of all parties to the declaration must be above 18 years.
  - None of the parties to the declaration must be mentally deficient.
  - The agency must be valid if the applicant is an agent
  - The total amounts of debt repayment declarations must not exceed 3 million
- SAR in one Hijri year
- The number of debt repayment declarations shall not exceed 5 declarations per Hijri year.



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Channels  
Service Delivery:

Najiz



## Intervention request



### Service Description:

Field: Tax services

A service that allows anyone who believes that he is assigned to the case to request intervention in it, joining one of the opponents, or requesting a ruling for himself with a request related to the case.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Login to the service (request intervention)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new request
- Choose (request intervention)
- Enter application content data
- Submission of the application
- You will receive a notification of the order number in addition to a text message to follow up on the status of the order
- You can access the Najiz portal using your national access account



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Know the data of the case you want to intervene in
- Fill out the content of the application



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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to deposit a memorandum



### Service Description:

Field: Tax services

A service that allows beneficiaries to exchange notes electronically in accordance with what the judicial department decides.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Accessing the service (request to deposit a memorandum)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new request
- Select (Request to deposit a memorandum)
- Enter application content data
- Submission of the application
- You will receive a notification of the order number in addition to a text message



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary.
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary.

- The status of the case must be under consideration.



Customer services:

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Channels  
Service Delivery:

Najiz



## Request to issue a decision 34



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a decision 34, which is a decision to notify the executor against him, stipulating the necessity of implementation within the statutory period of notification in accordance with the enforcement system.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a decision 34)
- Click on the icon (Submit a new application)
- Select implementation request
- Click on (other action requests)
- Choose (Request to issue a decision 34)
- Determine the cause
- Save and send a notification to the person requesting the implementation and the person against whom it is executed if Decision 34 is adopted



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the

#### beneficiary

- Request status (in progress)
- Two working days have passed from the date of referring the implementation request to the judicial department
- No resolution 34 has been approved or filed
- Lack of demand for the same type of service (procedure)



Customer services:

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Channels  
Service Delivery:

Najiz



## Verification of marital status document



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify the social status document



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the national access account
  - Select all electronic services
  - Choose a package (verification services)
  - Accessing the service (verifying the social status document)
  - Click on the icon (Submit a new application)
- Enter the required data (instrument number, inquirer ID number)
  - Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process
- Instrument number
- Inquirer ID number



Customer services:

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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Updating and amending a real estate deed



Field: Tax services



### Service Description:

A service that allows the beneficiary to submit a request to update a manual instrument or a lost instrument and issue an electronic instrument without consulting a notary, or submit a request to amend an electronic instrument without consulting a notary, with the possibility of printing the instrument when needed.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (mortgages and real estate)
- Accessing the service (updating and amending a real estate deed)
- Click on the icon (Submit a new application)
- Choose the type of request (new update request - request to update a lost instrument - amend an electronic instrument)
- Enter the required data
- Attach the required documents
- Acknowledgment and pledge
- Submission of the application



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Attach a copy of the instrument, front and back, and a copy of the supporting files, if any
- The instrument must not have been previously registered
- Proof of ownership of the instrument must be attached if the instrument does not contain the owner's identification number

#### the documents:

- Updating mortgaged instruments requires attaching a letter of approval from the mortgage party
- Updating agricultural instruments requires a letter of approval from the Agricultural Development Fund
- In the event that there is no civil registry for the owner of the instrument, it is necessary to review the Civil Affairs Department to verify the registration number in the civil registry.



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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a decision to lift 34



### Service Description:

Field: Tax services

A service that allows the beneficiary (against whom it was executed) to request the lifting of Decision 34 procedures after he has executed the entire executive instrument.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a decision to raise 34)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Choose (Request to issue a decision to lift 34)
- Determine the cause
- Download the attachment
- Save and send
- Notifying the person requesting the implementation and the person against whom it is executed if the lifting of Decision 34 is approved



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the

beneficiary

- Request status (in progress) or (completed)
- Lack of demand for the same type of service (procedure)
- There is Resolution 34 approved and it has not been lifted
- The status of notification via the Ministry of Interior's notification within Resolution 34 is (Notified) or (No Response)



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Channels  
Service Delivery:

Najiz



## Inquiry about the timings of judicial facilities



### Service Description:

Field: Tax services

A service that allows the beneficiary to inquire about his appointments reserved for judicial facilities.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (appointments)
- Access the service (inquiry about the appointments of judicial facilities)
- Click on the "Submit a New Request" icon
- Review appointments



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having a national access account.



Customer services:

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Channels  
Service Delivery:

Najiz





## Request to leave the dispute



### Service Description:

Field: Tax services

An electronic service that enables the plaintiff to waive his existing lawsuit with the court through the Najiz portal. An electronic service that enables the plaintiff to waive his existing lawsuit with the court through the Najiz portal



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Entering the service (Request to leave the dispute)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new request
- Choose (Request to leave the dispute)
- Enter application content data
- Submission of the application
- Receive notification of the order number
- Add to text message
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- Waiver in favor of one or more defendants
  - The plaintiff or his agent has the right to submit the application.
  - Submit the application before the day of the session
  - It is not possible to submit more than one application for each case



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Channels  
Service Delivery:

Najiz



## Documenting the marriage of one of the spouses to a non-Saudi



Field: Tax services



### Service Description:

This instance service helps you to document a new marriage, one of the Saudi women, and that is in the mobilization of the dedicated model when this service is selected and the rest of the procedures and the endowment of all kinds of students. After the notary is approved, an official marriage certificate is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Entry to the service (documenting the marriage of a non-Saudi spouse)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Enter the applicant's data and the data of the parties: husband - wife

- guardian (or their agents) - witness data - marriage data - medical examination data - location of the incident - attach all required documents
- Submission of the application
- The beneficiary will be notified by text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The presence of a valid power of attorney if the applicant is an agent
- Attach the required documents

- If the documents are issued outside the Kingdom, they must be certified by the Ministries of Justice and Foreign Affairs
- If one of the parties to the marriage is a Saudi, he is subject to the regulations for the marriage of a Saudi to a non-Saudi issued by the Minister of the Interior's decision No. 6874 dated 12/20/1422 AH.



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Channels  
Service Delivery:

Najiz



## Inheritance calculation



### Service Description:

Field: Tax services

A service that allows the beneficiary to calculate the legal inheritance of the heirs, their legal share, and a statement of those withheld from the heirs



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the national access account
- Select all electronic services
- Choose a package (social solutions)
- Accessing the (Inheritance Account) service
- Click on the icon (Submit a new application)
- Enter the required data (the total amount of the estate, specify the gender

of the deceased (male or female), then answer the questions related to the deceased)

- Click on the "Calculate" icon
- It shows the legal inheritance of each heir, its percentage, and the amount of its share, with a brief explanation of the status of each heir



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Verifying the mortgage of notables



### Service Description:

Field: Tax services

A service that allows the beneficiary to inquire about the status and data of mortgaged assets documented by the Ministry



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the national access account
- Select all electronic services
- Choose a package (verification services)
- Accessing the service (Verifying Notable Mortgages)
- Click on the icon (Submit a new application)
- Enter the required data (document number, date of issuance)
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when making an inquiry.
- Mortgage document number
- Document issuance date



Customer services:

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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Activate the establishment's account



### Service Description:

Field: Tax services

A service that allows the beneficiary to submit a request to activate an account on the Najiz platform for the facility he represents, to benefit from the available electronic justice services.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the (Business) package
- Login to the service (activating the establishment's account)
- Click on the "Submit a New Request" icon
- Determine the type of establishment
- Enter the required data in the application form
- Submission of the application
- The beneficiary is notified by the system when the request is approved or rejected



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- . If the applicant is a regular representative of the facility
- Sole proprietorship or limited liability company
- The unified number of the establishment
- Other types of commercial establishments

- The unified number of the facility / facility registration or licensing documents
- Non-profit establishments: Unified establishment number/registration documents



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Channels  
Service Delivery:

Najiz



## Inquiry about the heirs identification document



### Service Description:

Field: Tax services

A service that allows the beneficiary to inquire about numbered heir inventory documents. To digitize the heir inventory instrument, please submit a request through the heir inventory digitization service.



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a verification services package
- Access the service to inquire about the heirs list document
- Click on the "Submit a new request" icon
- Enter the required data (applicant data, instrument data, deceased person data)
- Attach a copy of the heirs inventory certificate, front and back.
- Click on the Verify icon.
- The beneficiary will be notified by text message that the instrument has been successfully matched electronically



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher)
- To benefit from this service, you must apply
- Starting by requesting the service of digitizing the heirs inventory instrument

- Attach clear copies of the front and back of the heir inventory, the applicant's data, and the non-electronic instrument data
- Pictures of the non-electronic instrument from the front and back
- Data of the deceased



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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Petition for reconsideration



### Service Description:

Field: Tax services

A service that allows beneficiaries to submit a request to request reconsideration of all final judgments or judgments appealed against, whether the judgments were issued by the first instance or by appeal.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Accessing the "Request a Reconsideration" service
- Click on the icon (Submit a new application)
- Choose a case
- Choose the order
- Submit a new request
- Select (Seek reconsideration)
- Choose the rule to enter the required data
- Press send
- You will receive a notification of the order number in addition to a text message
- To follow up on the status of the request, you can access the Najiz portal with the national access account



### Service fees and conditions:

- Service fees:**
- Yes
- Terms of Service:**
- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary or one of the parties to the lawsuit in the case.
  - A valid guardianship instrument, if the applicant is a guardian of the beneficiary.
  - Write the objection list in the space provided and attach the supporting documents.
  - The petition request must be in accordance with one of the following conditions: (1) If the ruling has shown on papers that appear to have been forged after the ruling, or has shown on testimony that was ruled - by the competent authority after the ruling - to be false testimony. (2) If the petitioner obtained, after the ruling, a Conclusive documents in the case that he had been unable to present before the ruling. (3) If the opponent committed fraud that would affect the ruling. (4) If the ruling ruled something that the opponents did not request or ruled more than they requested. (5) If the ruling contradicts Part of one another (6) If the ruling was in absentia (7) If the ruling was issued against someone who was not properly represented in the lawsuit.



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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Requesting a grace period - postponing the executive document



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to give the executor a deadline to execute the document  
Thus, all orders issued against the person being executed will be lifted at the level of the execution request within the grace period



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request a grace period - postponing the executive document)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Choose (request a grace period - postpone the executive document)
- Determine the deadline period
- Determine the cause
- Acknowledgment of saving and sending
- Notification arrives



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the

#### beneficiary

- Request status (in progress)
- Lack of demand for the same type of service (procedure)
- This procedure must be submitted by all execution applicants in the event that there is more than one execution requester in the application



Customer services:

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Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Request to digitize the heirs inventory document



### Service Description:

Field: Tax services

A service that allows the beneficiary to apply for the authentication of heir inventory documents issued by the courts manually, in order to verify them electronically later.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Access the service (digitizing the heirs identification document)
- Click on the "Use the Service" icon
- Enter the following data (the applicant - the instrument data - attaching copies of the instrument from the front and back - the deceased's data)
- Send the application for verification and compliance by the competent court

- Notifying the beneficiary of the successful digitization of the instrument



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The beneficiary has an account in Najiz
- Attach clear copies of the heir registration instrument from the front and back



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Acknowledgment of bail



### Service Description:

Field: Tax services

A service that allows the beneficiary to acknowledge the sponsorship of another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (power of attorney and declarations)
- Accessing the service (Issuance of bail)
- Click on the icon (Submit a new application)
- Enter the sponsor and sponsored data
- Enter the sponsorship data, inspection, then approval
- Enter a valid verification code and confirm. The sponsor accepts the sponsorship and enters the verification code



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- All parties to the declaration must be 18 years or older
- One of the parties to the declaration must not be mentally ill
- The agency must be valid if the applicant is an agent



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of a will



### Service Description:

Field: Tax services

A service that allows the beneficiary (the implementation requester) to request the issuance of a newspaper advertisement invoice, which is a text message that reaches the implementation requester's number and includes the value of the invoice in the claim.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Accessing the service (notarizing a will)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Entering the data of the applicant and the parties (principal or agent), the

- data of the testator (beneficiary or the deceased), the introduction to the will, data of the persons of the will, the rights and obligations in the will, and the location of the incident.
- Submission of the application
- The beneficiary will be notified via text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- It is required if the will of the deceased is proven

- The finalist must be an agent for all the heirs or have all the heirs enter the declaration on behalf of the deceased
- It is required that there be no dispute if the testator is deceased



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Inquire about mobile notary appointments



### Service Description:

Field: Tax services

A service that allows the beneficiary to inquire about appointments that have been booked for mobile notaries



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (appointments)
- Access the service (to inquire about mobile notary appointments)
- Click on the "Submit a New Request" icon
- Review appointments



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Having a national access account.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of divorce



Field: Tax services



### Service Description:

A service that allows the beneficiary to document divorce, by filling out the custom form when choosing this service and completing the rest of the procedures and approving the request. After the notary is approved, an official divorce document is issued



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Accessing the service (documentation of divorce)
- Click on the "Use the Service" icon
- Choose the relevant documentation authority, enter the applicant's status, and the information of the parties (husband and wife) - marriage contract

information and take-back – divorce information.

- Place of the incident - attach all required documents
- Submission of the application
- The beneficiary will be notified by text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The presence of a valid agency if the applicant is an agent. Attach the required documents



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Acknowledgment is a debt



### Service Description:

Field: Tax services

A service that allows the beneficiary to acknowledge a debt borrowed from another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (power of attorney and declarations)
- Login to the "Debt Acknowledgment" service
- Click on the icon (Submit a new application)
- Entering inspection and approval data
- The parties to the declaration will be notified



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The age of all parties to the declaration must be over 18 years
- One of the parties to the declaration must not be mentally ill
- The agency must be valid if the applicant has two agents
- The total amount of debt declarations shall not exceed 3 million SAR in one

Hijri year

- The number of debt declarations should not exceed 5 declarations in one Hijri year



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request for cassation



### Service Description:

Field: Tax services

A service that allows the plaintiff/defendant or their agents to submit a request to cassate the ruling issued by the Court of Appeal



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Login to the (request for cassation) service
- Click on the icon (Submit a new application)
- Choose the case Choose the order
- Submit a new application
- Choose (request veto)
- Enter application content data
- Submitting the application and receiving a notification with the application number
- In addition to a text message to follow up on the status of the order
- Login to the Najiz portal with the national access account



### Service fees and conditions:

#### Service fees:

- yes

#### Terms of Service:

- A valid power of attorney includes a pleading clause and submitting a cassation request.
- If the applicant is an agent for the hospital.
- A valid guardianship instrument in the event that the applicant is a guardian

over the beneficiaries in commercial cases. The applicant for cassation must be a lawyer with a valid license according to the commercial court system. A ruling issued by the Court of Appeal and it is subject to cassation by writing the objection list in the designated place and attaching supporting documents.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Implementation requests for the facility



### Service Description:

Field: Tax services

A service that allows the beneficiary to view the execution requests submitted by the facility, as well as the execution requests executed against it and their details



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (implementation)
  - Accessing the service (execution requests for the facility)
  - Click on the icon (Submit a new application)
- Log in to the establishment's account



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Activate an establishment account
- The presence of implementation requests on the facility.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Request to issue an eviction decision



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a decision obligating the executor against him to vacate the property and hand it over to the execution requester in accordance with what is stipulated in the execution document.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue an eviction decision)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Select (Request to issue an eviction decision)
- Determine the cause
- Save and send
- The person seeking enforcement and the person implementing it will be notified



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary

- Status of the application (under implementation): Two working days have passed from the date of referring the implementation application to the judicial department
- Issuance of Decision 34 and its status (the implementation period has expired after notification)
- There is no effective eviction decision on the application
- There is no demand for the same type of service (procedure)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Appointment booking service



### Service Description:

Field: Tax services

A service that allows the beneficiary to request an appointment to attend the judicial facility if the judicial facility requires a prior appointment to attend it. A service procedure that is not available within the electronic services in the Najiz portal.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (appointments)
- Login to the (book an appointment) service
- Click on the "Submit a New Request" icon
- Click on (Book a new appointment)
- Enter data for the appointment to submit the application



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having a national access account
- The service must be one that cannot be performed electronically



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Informing the Ministry of the Association



### Service Description:

Field: Tax services

An electronic service that helps document the endowment, by filling out the customized form when choosing this service and completing the rest of the procedures and approving the request. After the notary is approved, an official endowment document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (social cases)
  - Login to the "Waqf Documentation" service
  - Click on the "Use the Service" icon
  - Choose the relevant authentication body
- Entering the applicant's data (principal or agent) or entering all the heirs to confirm the deceased's behalf - attaching all required documents
  - Submission of the application
  - The beneficiary will be notified by text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The presence of a valid power of attorney if the applicant is an agent
- Real estate deed document or information



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a payment invoice



### Service Description:

Field: Tax services

A service that allows the beneficiary (the person against whom it is executed) to request the issuance of a payment invoice for the claim so that he can complete the process of paying his financial dues at the level of the implementation request.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Selecting the (implementation) package. Entering the service (Request to issue a SADAD invoice)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Select (Request to issue a payment invoice)
- Determine the cause
- Save and send access
- Notice to the executor when the invoice is issued



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney
- In the event that the applicant is an agent on behalf of the beneficiary or among the parties to the application in the request for implementation of a valid guardianship instrument.
- If the applicant is a guardian of the beneficiary
- Request status (in progress)
- Two working days have passed from the date of referring the implementation request to the judicial department
- Resolution 34 was issued
- There is no status for the current SADAD invoice issuance procedure such as (Invoice being created - Invoice created)
- There is no demand for the same type of service (procedure)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documenting the heirs of a deceased person



Field: Tax services



### Service Description:

A service that allows the beneficiary to document the heirs of the deceased or add a newborn to a valid heirs document, by filling out the customized form when choosing this service and completing the rest of the procedures and approving the request. After approval by the competent team, an official heirs document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the (social cases) package and access the service (documenting the heirs of a deceased person)
- Click on the "Use the Service" icon
- Choose the type of service (documenting the heirs of a deceased person - adding a newborn) and entering the following data: The deceased - the applicant (one of the heirs or his representative)
- Identifying the heirs - information of the heirs - information of witnesses -

attaching the required documents

- Save and submit the request
- The beneficiary will be notified by text message with the application number and application submission details
- Witnesses are notified by text messages to enter and agree to be authenticated
- After reviewing the application, the document is issued and the applicant is notified by text message of the issuance of the document after the notary's approval



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Provide supporting documents according to the requirements of the electronic form for the service, for example: a copy of the death certificate.
- Provide data of all heirs and witnesses

- The presence of a valid power of attorney if the applicant is an agent for one of the heirs, or attaching an external power of attorney after it is certified by the Ministry of Justice.
- If the documents are issued from outside the Kingdom, they must be certified by the Ministry of Justice. If the applicant is an agent under an external agency, it must be verified. If not verified, the agency must be attached to the application.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Agency verification



### Service Description:

Field: Tax services

A service that allows the beneficiary to verify the status of the agency issued by the Ministry, view the terms and text of the agency, and download the electronic agency instrument.



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
  - Select all electronic services
  - Choose a package (verification services)
  - Login to the (Agency Verification) service
  - Click on the icon (Submit a new application)
- Enter the required data (document number, identity number of one of the parties)
  - Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access
- (Absher) to receive a verification code in a text message when making an inquiry.
- Identity agency number of one of the parties



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Notice of financial claim



### Service Description:

Field: Tax services

A service that allows the beneficiary to notify a party of a request from another party to fulfill a contractual/commercial obligation in accordance with the requirements of the commercial court system



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (forensic notification)
- Accessing the service (request to perform a right)
- Click on the "Submit a New Request" icon
- Entering the personal data of the applicant for the first time
- Choosing the service Entering the other party's data Entering the request data (notification of performance of the right)
- View amount and pay.



### Service fees and conditions:

- Service fees:**
- Depending on the type of subscription
- Terms of Service:**
- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a custody letter



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a custody order to guarantee his legal right stipulated in the executive document



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a custody letter)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Select (Request to issue a custody letter)
- Entering the required data (choosing the port against it - the reason)
- Submission of the application



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney
- If the applicant is an agent on behalf of the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument.
- If the applicant is a guardian of the beneficiary, application status (in progress)
- Two working days have passed from the date the implementation request was referred to the judicial department
- There is no demand for the same type of service (procedure)
- Not even 15 days have passed
- Available with the executive bond type "custody" only



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Electronic litigation (written pleading)



### Service Description:

Field: Tax services

A service that allows the parties to the lawsuit to view all that is presented in the case. It also enables them to plead electronically, exchange memorandums, and respond to the department's requests without the need to visit the court.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Accessing the (electronic litigation (written pleading) service)
- Click on the icon (Submit a new application)
- Choose a case
- Choose sessions
- Review the active written pleading session
- Responding to the judicial department's question
- Enter answer content data
- Transmitter



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent on behalf of the beneficiary or among the parties to the lawsuit in the

case. A power of attorney.

- Valid, if the applicant is a guardian, the beneficiary must answer according to the judicial department's question



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to transfer a reserved amount



### Service Description:

Field: Tax services

A service that allows the beneficiary (against whom the execution is being executed) to request the transfer of a seized amount from his bank accounts to pay the debt, file procedures, and terminate the implementation request if the claim is paid in full.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to transfer a reserved amount)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Select (Request to transfer a reserved amount)
- Enter the required data (currency - amount - reason)
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney
- If the applicant is an agent on behalf of the beneficiary or one of the parties to the application requesting the implementation of a valid guardianship instrument.

- If the applicant is a guardian of the beneficiary, application status (in progress)
- The presence of a seized amount and the status of notification from the Monetary Agency (the amount has been seized and the amount is complete and the transfer was not possible) - (the amount has been seized and the amount is incomplete) or the status of the notification from the Capital Market Authority (the shares have been seized) The absence of a request for the same type of service (the procedure) that has not passed 30 days



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to include a statutory representative



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request that the statutory representative of a company be included as an enforcer against him in the application and to issue decisions against him.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (implementation)
  - Accessing the service (request to include a legal representative)
  - Click on the icon (Submit a new application)
  - To access the application you wish to request the inclusion of a regular representative, click on (Other action requests)
- Specify (request inclusion of a statutory representative)
  - Specifies the port against
  - Enter the regular representative's information, such as name and ID number
  - Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Request status (in progress)

- The person being executed must be a legal entity (commercial company).
- You must verify that the ID number is registered as a regular representative at the Ministry of Commerce through the link service



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Verifying a judgment instrument (first instance - appeal)



### Service Description:

A service that allows the beneficiary to verify the data and status of the judgment instrument



### Steps to Obtain the Service:

- Log in to Najiz Individuals with the National Access Account
- Select all electronic services
- Choose a package (verification services)
- Accessing the judgment instrument verification service (first degree - appeal)
- Click on the icon (Submit a new application)
- Enter the required data
- Click on the (Verify) icon



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having an account in the national unified access (Absher) to receive the verification code in a text message when conducting the inquiry process



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Directory of practicing lawyers



### Service Description:

Field: Tax services

A service that allows the beneficiary to view a list of lawyers authorized to work, classified by city, with the ability to search by the name of the lawyer



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (licenses)
  - Accessing the service (Directory of Practicing Lawyers)
  - Click on the icon (Submit a new application)
- Search using one of the directories available for search
  - View lists of accredited lawyers



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to register an agency



### Service Description:

Field: Tax services

A service that allows the beneficiary to submit a request to register the power of attorney to be issued and fill out all the data of the parties and clauses, and then complete the issuance of the power of attorney by submitting a request to issue a power of attorney via the virtual notary to reduce time and effort. This is for legal entities that are not available for authorization through the Najiz portal.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (agencies and declarations)
- Login to the service (Agency Registration Request)
- Click on the (Use the Service) icon
- Determine the type of agency
- Adding the principal/clients
- Add agent/agents
- Choosing the terms of the agency. Choosing the duration of the agency
- Review and approve the application
- Visit the Notary Public to complete the procedure for issuing the power of attorney



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- . Knowing the national ID/residency number and date of birth when adding the agency parties (principal/agent)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to continue the case



### Service Description:

A service that allows the plaintiff/defendant or their agents to submit a request to continue a lawsuit



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Choose all electronic services
- Choose the elimination package
- Accessing the service (requesting the continuation of the case)
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new request
- Select (Request to continue the case)
- Enter application content data
- Submitting the application and receiving a notification of the application number in addition to a text message to follow up on the status of the application. You can enter the Najiz portal with the National Access Account



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney includes a pleading clause and submitting a cassation request
- If the applicant is a representative of the beneficiary, a valid guardianship instrument. If the applicant is a guardian of the beneficiary, the application

can be submitted to In first instance and appeal cases, the status of the case must be one of the following:

- Suspended at the request of one of the parties
- Suspended by the department, the beneficiary can
- Entering the reasons for the request and attachments: The beneficiary cannot submit a request to stop the proceeding of the case if there is a previous request that has not yet been decided



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Declaration to waive a debt



### Service Description:

Field: Tax services

A service that allows the beneficiary to acknowledge the waiver of a debt he owed to another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (power of attorney and declarations)
- Accessing the service (declaring to waive a debt)
- Click on the icon (Submit a new application)
- Entering the inspection and approval declaration data
- The parties to the declaration shall be notified



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The age of all parties to the declaration must be above 18 years
- One of the parties to the declaration must not be mentally ill
- The agency must be valid if the applicant is an agent
- The total amounts of debt repayment declarations shall not exceed 3 million SAR in one Hijri year
- The number of declarations to waive a debt shall not exceed 5 declarations per Hijri year.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
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E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Create a marriage contract



### Service Description:

Field: Tax services

A service that allows the beneficiary to create an electronic marriage contract, starting by entering the data of the beneficiary and all parties, then submitting the application and having it approved by all parties to the contract, and then completing its approval by the marriage official. Issuance Marriage contract document.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Accessing the service (creating a marriage contract)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Enter the applicant's description and the following information: the applicant's husband - wife - guardian - or their agents - marriage information - physical examination - place of the contract - witnesses - attach the required documents
- Submission of the application
- The beneficiary will be notified by text message with the order number and order details
- The parties (husband - wife - guardian - witnesses) will be notified via text messages to approve the request after reviewing it
- Approval of the request
- Send the request to the marriage officer
- The marriage official is contacted or the marriage official is chosen by the applicant through the use of the marriage official guide.
- Providing the authorized person with the application number, logging in from the authorized person's account, and approving the application
- After the application is approved, a marriage contract document will be issued
- Notifying the parties of the issuance of the marriage contract document



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





**Service fees and conditions:**

**Service fees:**

- No fees

**Terms of Service:**

- There is a good examination for Saudis only
- Provide supporting documents according to the requirements of the electronic form for the service
- Providing the electronic divorce document number if the wife is divorced, or providing a copy of the paper divorce document
- If the woman has a deceased husband, the deceased's heirs' documentation number must be provided if it is electronic
- Or provide a copy of the heirs identification instrument if it is paper
- Providing data of the parties to the marriage contract (husband - wife - wife's guardian - or their representatives - witnesses)
- The age of all parties to the contract and witnesses must be above 18 years, and in the event that the age of the husband or wife is less than 18 years
- An instrument of approval for early marriage issued by the competent court is required
- The presence of a mobile number documented in (Absher) for all parties

- The woman's guardian must be in accordance with the sequence of legal guardianship of the woman, and proof of the transfer of guardianship from the father to another must be attached
- The presence of a valid power of attorney if the applicant is an agent
- Or attach the external agency after being certified by the Ministry of Justice
- If the documents are issued outside the Kingdom, they must be certified by the Ministry of Justice, and if the applicant is an agent under an external agency
- It is verified, and if it is not verified, the agency is attached to the application



**Customer services:**

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950


E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Najiz



## Termination of warranty

 **Service Description:** Field: Tax services

A service that allows the beneficiary to terminate a valid warranty

 **Steps to Obtain the Service:**

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (power of attorney and declarations)
- Entering the (terminating warranty) service, clicking on the (submit a new application) icon.
- Select the warranty you want to terminate

- Choose to terminate the warranty
- Enter the verification code

 **Service fees and conditions:**

**Service fees:**

- No fees

**Terms of Service:**

- The beneficiary must have a valid bail declaration



**Customer services:**

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

**Channels Service Delivery:**

Najiz



## Multilateral agency version



### Service Description:

Field: Tax services

A service that allows the beneficiary to issue an electronic power of attorney for more than one client in one agency, and it is issued electronically through the Najiz portal in real time as soon as the approvals of all clients are completed within a maximum of 48 hours from the date of submitting the multi-party agency request, without the need for To visit the Notary Public



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (agencies and declarations)
- Accessing the service (Issuing a multilateral agency)
- Click on the icon (Submit a new application)
- Add clients
- Add agent/agentsChoose agency terms
- Choose the agency duration
- Review the request and approve its submission
- Notifying the parties by text messages to all clients for authentication through the Najiz portal within 48 hours



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- The beneficiary must be (Saudi) or (resident) and his ID is valid
  - The beneficiary must be 18 years of age or older
  - The beneficiary must have full legal capacity
  - The beneficiary must have an active account in the "Absher" portal. The number of clients must not be less than 2 and not more than 20 as a maximum.
  - The principal/clients are not required to have a complete power of attorney
  - Confirmation of all clients whether to accept or reject the issuance of the power of attorney within 48 hours from the time the request is submitted



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a visit letter



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a visit letter to guarantee his legal right stipulated in the executive document



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (implementation)
  - Accessing the service (request to issue a visit letter)
  - Click on the icon (Submit a new application)
  - Select the implementation request. Click on (Other action requests)
- Select (Request to issue a visit letter)



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney
- If the applicant is an agent on behalf of the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument

- If the applicant is a guardian of the beneficiary
- Status of the application (under implementation): Two working days have passed from the date of referring the implementation application to the judicial department
- Lack of demand for the same type of service (procedure)
- Not even 15 days have passed
- This type is available with the executive document type "Visit" only



Customer services:

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E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Declaration of waiving a sum of money



### Service Description:

Field: Tax services

A service that allows the beneficiary to acknowledge the transfer of a sum of money to another person



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (agencies and declarations)
- Accessing the service (declaring to waive a sum of money)
- Click on the icon (Submit a new application)
- Enter the data of the assignor and assignee
- Enter the declaration details data
- Inspection and approval



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- All parties to the declaration must be 18 years of age or older
- One of the parties to the declaration must not be mentally ill
- All parties to the declaration must be alive
- One of the parties to the declaration must not be completely or partially

prohibited from disposing of the funds

- The agency must be valid if the applicant is an agent



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a decision to sell by public auction



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a sale decision by public auction as stipulated in the executive document and in accordance with the implementation request.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a sale decision by public auction)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Select (Request to issue a sale decision by public auction)
- Determine the cause
- Auction date
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney
- If the applicant is an agent on behalf of the beneficiary or one of the parties to the application in the implementation request.
- A valid guardianship instrument
- If the applicant is a guardian of the beneficiary, the status of the application (in progress)
- Two working days have passed from the date the implementation request was referred to the judicial department
- Determine the auction date
- There is no effective auction decision on the order
- Lack of demand for the same type of service (procedure)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of real estate mortgage



### Service Description:

Field: Tax services

A service that allows the beneficiary to document the mortgage of assets. The procedure begins with the Industrial Development Fund issuing a request to authenticate the mortgage of assets. The beneficiary, as (mortgagor), has the right to enter the Najez portal and approve or reject the request.



### Steps to Obtain the Service:

- Creating a real estate mortgage application by the Industrial Development Fund.
- Log in to the Najez portal with the national access account.
- Select all electronic services.
- Choose a package (mortgages and real estate).
- Accessing the service (Notarization of Property Mortgage).
- Click on the icon (Submit a new application).
- View the order list
- Review the request and respond with approval or rejection
- The beneficiary is notified by the system when the request is approved or rejected



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The beneficiary has an account in the national access (Absher)
- Creating a loan application for notables by the Saudi Industrial Development Fund



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM


Channels  
Service Delivery:

Najiz






## Minutes of seizure of funds

 **Service Description:** Field: Tax services

A service that allows the beneficiary to view the reports issued regarding the seizure of the executor's funds against them

 **Steps to Obtain the Service:**

- Log in to the Najiz portal with the national access account
- Select the (Execution) icon
- Select (reports of seizure of funds)
- Click on (Submit a new application) and you will be taken to the Najiz website to view the result



 **Service fees and conditions:**

**Service fees:**

- No fees

**Terms of Service:**

- No terms

 **Customer services:** Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950 E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM **Channels Service Delivery:** Najiz 

## Termination of agency



### Service Description:

Field: Tax services

A service that allows the beneficiary to terminate the power of attorney electronically, whether he is a principal or an agent, via the Najiz portal without the need to visit the notary public.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (power of attorney and declarations)
- Accessing the service (termination of agency)
- Click on the icon (Submit a new application)
- Select the agency to be terminated
- Click on the icon (rescind the agency)
- Enter the verification code sent to the beneficiary's mobile phone registered in Absher
- The process is carried out and the annulment instrument is issued, with all parties notified by text message



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The beneficiary must have a previous power of attorney whose status is (valid) or (partially revoked).

- The beneficiary must have an active account in (Absher)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of divorce



### Service Description:

Field: Tax services

A service that allows the beneficiary to document a previous or new divorce, by filling out the custom form when choosing this service and completing the rest of the procedures and approving the request. After the notary's approval, an official divorce document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (social cases)
- Accessing the service (divorce documentation)
- Click on the "Use the Service" icon
- Choose the relevant authentication body
- Enter the applicant's data and the data of the parties (husband - wife or their agents)
- Information about the husband and wife - marriage contract information
- divorce information - location of the incident - attaching all required documents
- Submission of the application
- The beneficiary will be notified by text message with the application number and submission date



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The presence of a valid power of attorney if the applicant is an agent. Attach

the documents

- What is required is that if the documents are issued outside the Kingdom, they must be certified by my ministry. Justice and foreign affairs



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Book a mobile notary appointment



### Service Description:

Field: Tax services

A service that allows beneficiaries who are unable to come to notary offices, including the elderly (65 years or older), patients, people with disabilities, and residents of hospitals, care and observation homes, and holders of a priority card issued by the Ministry of Health, from Book an appointment to have a notary attend them without the need to visit the notary.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (appointments)
  - Access the service (book a mobile notary appointment)
  - Click on the "Submit a New Request" icon
- Enter appointment data
  - Submission of the application



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- Having a national access account
- The beneficiary of the appointment must be from one of the target groups (the elderly

(65 years or more), patients, people with disabilities, residents of hospitals, care and observation homes, holders of a priority card, and three or more women in the inheritance certificate.



Customer services:

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Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of breastfeeding



### Service Description:

Field: Tax services

A service that allows the beneficiary to document breastfeeding, by filling out the customized form when choosing this service and completing the rest of the procedures and approving the request. After the notary's approval, an official breastfeeding document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (social cases)
  - Login to the service (Breastfeeding Documentation)
  - Click on the "Submit a New Request" icon
  - Choose the relevant authentication body
  - Enter the following data: the applicant and the parties (the infant - the husband of the breastfeeding woman).
  - Data from the approval authority's letter - location of the incident - witnesses
- attaching the documents required to submit the application
  - The beneficiary will be notified by text message with the application number and submission date
  - The document can be inquired about through the beneficiary's approved documents list in the Najiz portal.



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request a temporary foreign law firm license



Field: Tax services



### Service Description:

A service that allows the beneficiary to submit a request for a foreign law firm to obtain licenses to provide regulatory consulting services for a specific project in the Kingdom within a specific period of time.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (licenses)
- Accessing the service (request a temporary foreign law firm license)
- Click on the icon (Submit a new application)
- Enter data related to the office at the main headquarters, and attach the

required documents

- Enter data related to the branches, and attach the required documents
- Enter the project data, and attach the required documents to agree to the acknowledgment and pledge that the data is correct
- Submission of the application
- The order can be tracked through your order list



### Service fees and conditions:

**Service fees:**

- (2,000) SAR.

**Terms of Service:**

- Data of the foreign law firm at the main headquarters and branches (at a minimum of three branches) Data on the necessary licenses to practice the legal profession for the office at the headquarters

Main and branches.

- A statement of the number of employees for each branch and achieving the minimum (three workers for the branch, practicing work of a regular nature)
- Project duration data



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Documentation of return



### Service Description:

Field: Tax services

A service that allows the beneficiary to document the return after divorce, by filling out the custom form when choosing this service and completing the rest of the procedures and approving the request. After the notary's approval, an official return document is issued.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (social cases)
  - Login to the "Return Authentication" service
  - Click on the "Use the Service" icon
  - Choose the relevant authentication body
- Enter the status of the applicant and the information of the parties (husband - wife) - divorce information - location of the incident - attach all required documents
  - Submission of the application
  - The beneficiary will be notified via text message with the application number and submission date



### Service fees and conditions:

- Service fees:**
- No fees
- Terms of Service:**
- The presence of a valid power of attorney if the applicant is an agent
- Attach the required documents. If the documents are issued outside the Kingdom, they must be certified. From the Ministries of Justice and Foreign Affairs



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Add an actor



### Service Description:

Field: Tax services

A service that allows beneficiaries to add agents and representatives in cases for the plaintiff and defendant



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Login to the (Add a Representative) service
- Click on the icon (Submit a new application)
- Enter the required data
- Press send

- You will receive a notification of the order number in addition to a text message
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

#### Service fees:

- (2,000) SAR.

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the lawsuit in the case
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary

- Details of the case in which the representative is to be added



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Input request



### Service Description:

Field: Tax services

A service that allows one of the litigants to request the inclusion of someone who can be litigated in the case



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose the elimination package
  - Login to the service (request entry)
  - Click on the icon (Submit a new application)
  - Choose a case
  - Selection of orders
- Submit a new request
  - Select (request entry)
  - Enter application content data
  - Submitting the application and receiving a notification of the application number in addition to a text message to follow up on the status of the application. You can enter the Najiz portal with the National Access Account



### Service fees and conditions:

#### Service fees:

- Yes

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary. A valid power of attorney document, if the applicant is.

A guardian over the beneficiary

- The status of the case must be under consideration



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Announcing auctions



### Service Description:

Field: Tax services

A service that allows the beneficiary to follow auction announcements conducted by the enforcement courts



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (announcing auctions)
- Click on the icon (Submit a new application)
- A list of auctions is displayed



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to correct or interpret the ruling



### Service Description:

A service that allows the parties to the case to submit a request to correct or explain the ruling, in the event that the ruling's pronouncement is unclear or in the event of material clerical or accounting errors.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose the elimination package
  - Accessing the service (requesting correction or interpretation of a ruling)
  - Click on the icon (Submit a new application)
  - Choose a case
  - Selection of orders
  - Submit a new request
  - Choose (request to correct the ruling or interpret it)
  - Select the ruling to be corrected
- Enter application content data
  - Submitting the application and receiving a notification of the application number in addition to a text message to follow up on the status of the application
  - You can access the Najiz portal using your national access account



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an

- agent for the beneficiary. A valid authority instrument, if the applicant is.
- The request is a guardianship over the beneficiary, whether the ruling is final or has not acquired finality.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Copy agency



### Service Description:

Field: Tax services

A service that allows the beneficiary to copy (items) or (items and parties) of a previous power of attorney issued by the power of attorney system at the Ministry of Justice, whether the beneficiary is a party to the power of attorney or not, with the aim of reducing time and effort.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Choose all electronic services Choose the (power of attorney and declarations) package
- Login to the (Agency Copy) service
- Click on the icon (Submit a new application)
- Enter the agency number to be copied along with the identity number of one of its parties
- Choose the copy type
- Adding the principal/clients
- Add agent/agents, choose agency terms
- Choose the agency duration
- Reviewing and approving the agency. Notifying parties via text messages of the issuance of the agency



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a deduction letter



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of a letter deducting future expenses from the monthly salary of the executor against him to guarantee his legal right stipulated in the execution document.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a deduction letter)
- Click on the icon (Submit a new application)
- Select implementation request
- Click on (other action requests).
- Select (Request to issue a deduction letter)
- Determine the cause
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary

- Request status (in progress)
- Two working days have passed from the date of referring the implementation request to the judicial department
- There is no demand for the same type of service
- (The procedure) has not passed for 15 days
- This type is available with the executive bond type “future expense” only



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to issue a decision 46



### Service Description:

Field: Tax services

A service that allows the beneficiary (execution requester) to request the issuance of Decision No. 46 against the executor against him, after the end of the reporting period that took place in Decision No. 34 in accordance with the implementation system.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to issue a decision 46)
- Click on the icon (Submit a new application)
- Select the implementation request. Click on (Other action requests)
- Choose (Request to issue a decision 46)
- Specify the port against it
- Determine the cause
- Save and send
- Notifying the person requesting implementation and the person against whom it is executed when the application is approved



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian of the beneficiary

- Request status (in progress)
- Lack of effective Resolution 46 on the application
- The status of Decision 34 is (the implementation period has ended after notification)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Objection to the ruling



### Service Description:

A service that allows the parties to the case to object to the ruling of the court of first instance on appeal



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Accessing the "Objection to the Judgment" service
- Click on the icon (Submit a new application)
- Choose a case
- Selection of orders
- Submit a new request
- Choose (Objection to the ruling)
- Click on the ruling you want to object to
- Enter the required data
- Submission of the application
- You will receive a notification of the order number in addition to a text message
- To follow up on the status of the request, you can access the Najiz portal in the National Access Account



### Service fees and conditions:

#### Service fees:

- Yes

#### Terms of Service:

- A valid power of attorney includes a pleading clause and submitting an objection request, if the applicant is an agent for the beneficiary or one of the parties to the lawsuit in the case.
- A valid guardianship instrument, if the applicant is a guardian over the

beneficiary.

- In commercial cases, the person filing the objection must be a lawyer with a valid license according to the commercial court system
- A ruling issued by the courts of first instance. The ruling must be "non-conclusive" and the lawsuit is not enforceable
- Write the objection list in the space provided, and attach the supporting documents



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Request to transfer a reserved amount - requesting implementation



Field: Tax services



### Service Description:

A service that allows the beneficiary (execution requester) to request the transfer of a reserved amount from the executor's bank accounts in order to pay the debt and terminate the implementation request.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (implementation)
- Accessing the service (request to transfer a reserved amount)
- Click on the icon (Submit a new application)
- Select the execution request, click on (other action requests).
- Choose (Request to transfer a reserved amount) and specify the reason
- Save and send



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- A valid power of attorney, if the applicant is an agent for the beneficiary or one of the parties to the application in the implementation request
- A valid guardianship instrument, if the applicant is a guardian over the beneficiary.
- Request status (in progress)
- The presence of a seized amount and the status of notification from the

Monetary Agency (the amount was seized and the amount was complete and the transfer was not possible) - (the amount was seized and the amount is incomplete) or the status of the notification from the Capital Market Authority (the shares were seized)

- There is no request for the same type of service (procedure) that has not passed for 30 days



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





## Request a license for an implementation service provider



### Service Description:

Field: Tax services

A service that allows entities that wish to be licensed by the Ministry of Justice to submit a license application as an implementation service provider (judicial guard - receiver of judicial papers - judicial sales agent... etc.)



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (licenses)
- Accessing the service (request a license for an implementation service provider)
- Click on the icon (Submit a new application)
- The user enters the electronic implementation service providers platform in his capacity as an institution owner or company manager, or through a legitimate agency, or on his own behalf.
- Requesting a permanent license (terms and conditions of applying for a permanent license)
- Request a new license
- Request data and service type
- Establishment data
- Address data
- Of experience
- Required attachments: Articles of Association - A statement from the competent authorities (number of employees) - The establishment's affiliation record
- View and review the request and verify the data
- The acknowledgment is saved and sent
- The order number appears



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz





### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The license applicant must have a valid commercial record in the activity in which the service is requested to be provided, or he must have a valid license that prevents him from providing the service for a fee in the Kingdom. The license applicant must have at least two years of experience in the field of licensing in which the license is requested or in theoretical work, and the agency may Exemption from this condition when the condition stated in Paragraph (C/7) of this Article is met.
- The license applicant shall not be required to open one of the liquidation procedures stipulated in the bankruptcy system.
- The credit record of the license applicant is free of any negative information affecting his creditworthiness, according to what the committee deems appropriate.
- Providing an unconditional bank guarantee in the amount of one hundred

thousand SAR, issued by a local bank. The guarantee will be valid for the duration of the license, and will be returned to its owner in the event that the license expires without any obligations on the licensee, or financial claims resulting from his provision of the service being licensed. The agency may reduce the value to A quarter for some categories of licensees, and it is unnecessary to bring an insurance policy that covers the errors of the service provider

- The applicant for a license for the movable asset delivery service must be a regular company. If the license applicant is a natural person, the following must be taken into account: The license applicant must have full legal capacity and not been convicted of a crime against honor or trust unless he has been rehabilitated. The license applicant must be qualified to provide the service as determined by the agency, and the receiver must have a valid license to practice the profession of chartered accountancy or law.
- The license applicant must pass the training programs and tests determined by the agency.



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Mortgages



### Service Description:

Field: Tax services

A service that allows the beneficiary to view all mortgages documented by the Ministry of Justice and the beneficiary is a party to it as (mortgagor or mortgagee)



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose a package (mortgages and real estate)
- Accessing the (mortgage) service
- Click on the icon (Submit a new application)
- View the list of mortgages and the list of requests



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- The beneficiary has an account in the unified national access (Absher)



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## My agencies



### Service Description:

Field: Tax services

It is a service that allows the beneficiary to know and review all of their agencies, and to know the status of the agency in the Ministry's systems, whether it is valid or not



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
  - Select all electronic services
  - Choose a package (agencies and declarations)
  - Login to the service (my agencies)
  - Click on the icon (Submit a new application)
  - Select the tab: Principal/Agent
- Select the agency whose details you want to view



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The presence of powers of attorney previously issued to the beneficiary, whether as principal or agent..



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## Legal costs



### Service Description:

Field: Tax services

A service that allows the parties to the lawsuit to view the issued, paid and unpaid bonds, and the possibility of objecting to the invoice.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the elimination package
- Access to the (Judicial Costs) service
- Click on the icon (Submit a new application)
- Click on (Bonds that have not been paid) or (Bonds that have been paid) to review



### Service fees and conditions:

#### Service fees:

- No fees

#### Terms of Service:

- No terms



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



## View the session calendar



### Service Description:

Field: Tax services

A service that allows the beneficiary to view the session calendar.



### Steps to Obtain the Service:

- Log in to the Najiz portal with the national access account
- Select all electronic services
- Choose the (elimination) package
- Accessing the service (viewing the session calendar)
- Click on the icon (Submit a new application)
- Select (View all sessions)



### Service fees and conditions:

#### Service fees:

- Yes

#### Terms of Service:

- A valid power of attorney that includes a pleading clause, if the applicant is an agent for the beneficiary
- A valid guardianship instrument if the applicant is the beneficiary's guardian
- There is a case under consideration and there is a scheduled session



Customer services:

Website: [www.moj.gov.sa](http://www.moj.gov.sa)  
Phone Number: 1950

E-mail: [1950@moj.gov.sa](mailto:1950@moj.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Najiz



# Ministry of Media

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وزارة الإعلام  
Ministry of Media





## Blocking and unblocking websites



### Service Description:

The service allows the submission of requests to block and unblock websites.



### Steps to Obtain the Service:

- Review the general policies for blocking and unblocking request services.
- Enter the required data.
- A Receipt Notification shall be sent to you.
- Follow your request via text messages.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The request shall be within the competence of the Ministry of Media, as the Ministry is exclusively responsible for requests to block and unblock websites related to E-Publishing and copyrights only.



Customer services:

Website: [www.media.gov.sa](http://www.media.gov.sa)  
Phone Number: 0112974700

E-mail: [info@media.gov.sa](mailto:info@media.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Entity's web portal



## catch media violations



### Service Description:

The service allows media violations to be sent and initiated by the Media Violations Field Team.



### Steps to Obtain the Service:

- Read the guidelines for practising media activities.
- Enter the required data.
- A Receipt Notification shall be sent to you.
- Follow your request via text messages.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer  
services:

Website: [www.media.gov.sa](http://www.media.gov.sa)  
Phone Number: 0112974700

E-mail: [info@media.gov.sa](mailto:info@media.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

mobile applications  
web portal of the entity



## Book permits



### Service Description:

An electronic service provided by the Ministry of Information that enables beneficiaries to obtain book approvals or inquire about approved books.



### Steps to Obtain the Service:

- Register on the website and upload a digital document copy of the publication to be released.
- The beneficiary is granted an initial (print permission) to register with the King Fahd National Library.
- After clicking on ( print request) on the King Fahd National Library website, the beneficiary will be transferred directly to the registration page, and 90% automatically will be filled,
- while the rest of the data and electronic declarations are filled in.
- The International Standard Book Number (ISBN) will be released, and the Ministry will get notified to complete the final clearance process.
- The beneficiary will be granted the final clearance after uploading a digital document copy identical to the printed copy and adding the International Standard Book Number (ISBN) to it



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



### Customer services:

Website: [www.media.gov.sa](http://www.media.gov.sa)  
Phone Number: 0112974700

E-mail: [info@media.gov.sa](mailto:info@media.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

web portal of the entity



## Delivering news in Arabic, English, French, Russian, Chinese and Persian



### Service Description:

Migrants can benefit from the local and international news delivered by the Official Saudi Press Agency for speakers of Arabic, English, French, Russian, Chinese and Persian through its website, mobile applications, and different social media platforms.



### Steps to Obtain the Service:

- Follow the agency's accounts on various platforms.
- Enter the agency's official website.
- Download the Saudi Press Agency app.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



### Customer services:

Website: [www.media.gov.sa](http://www.media.gov.sa)  
Phone Number: 0112974700

E-mail: [info@media.gov.sa](mailto:info@media.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

mobile applications  
web portal of the entity



# MINISTRY OF HAJJ AND UMRAH

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وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH



## Umrah Visa Inquiry



### Service Description:

E-service provided by the Ministry of Hajj and Umrah aimed at enabling the beneficiary to inquire about the status of his application for Umrah visa.



### Steps to Obtain the Service:

- Log into the Ministry's online website.
- Choose (Umrah pilgrims) from the main menu.
- Search the current season.
- Choose the search method to show the pilgrims information and his program.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



### Customer services:

Website: [www.haj.gov.sa](http://www.haj.gov.sa)  
Phone Number: 1966 - 920002814

E-mail: [Care@haj.gov.sa](mailto:Care@haj.gov.sa)  
Response Hours: 08:00 AM - 10:00 PM

### Channels Service Delivery:

E- portal



## Inquiry about the Hajj Permit Booking Status



### Service Description:

This service allows the beneficiary to inquire about the details of booking an internal pilgrimage program.



### Steps to Obtain the Service:

- Log into the Ministry's online Website.
- Click on E-services.
- Select "Inquire about the Hajj permit booking status".
- Insert your booking number or ID.
- Submit the Application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- To be an applicant for a Hajj program reservation.



Customer services:

Website: [www.haj.gov.sa](http://www.haj.gov.sa)  
Phone Number: 1966 - 920002814

E-mail: [Care@haj.gov.sa](mailto:Care@haj.gov.sa)  
Response Hours: 08:00 AM - 10:00 PM

Channels  
Service Delivery:

E- portal





## Inquiry about Licensed Domestic Pilgrims' Companies



### Service Description:

An electronic service provided by the Ministry of Hajj and Umrah that aims at enabling the beneficiary to inquire about licensed domestic pilgrims' companies.



### Steps to Obtain the Service:

- Log into the direct link to implement the service.
- Select the requirements for searching for Hajj facilities.
- Insert the Hajj facility permit.
- Insert the name of the Hajj facility – select the city – the type of program.
- Click (Submit) to show the results.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- To be an applicant for a Hajj program reservation.



### Customer services:

Website: [www.haj.gov.sa](http://www.haj.gov.sa)  
Phone Number: 1966 - 920002814

E-mail: [Care@haj.gov.sa](mailto:Care@haj.gov.sa)  
Response Hours: 08:00 AM - 10:00 PM

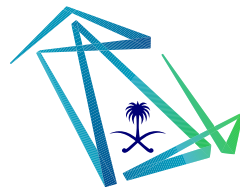
### Channels Service Delivery:

E- portal



# MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

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وزارة الاتصالات  
وتقنية المعلومات  
MINISTRY OF COMMUNICATIONS  
AND INFORMATION TECHNOLOGY



## Register and attend awareness lectures for the ATAA Digital Initiative



### Service Description:

Field: Awareness

The service allows registration to present and attend awareness meetings for the Digital ATAA initiative, which is an initiative launched by the Ministry of Communications to spread digital knowledge among Arab communities around the world.



### Steps to Obtain the Service:

- Enter the ATAA digital initiative platform.
- Browse meetings through the ATAA calendar and choose the desired meeting.
- Click on (View Details) for the intended meeting.
- To register for the lecture, click on the (Register to Attend) icon, then (Log in or create a new account).
- The page will appear for you to complete your data, and you will receive an email to confirm your registration.
- To be prepared and to obtain the certificate, you must watch the lecture at one of the Methods mentioned by mail.
- After entering your email and mobile number, you will be directed to watch the lecture. If the lecture does not start, the remaining time will appear.
- Description of the service for the volunteer.
- sign in.
- Meetings and then click on submit a knowledge event.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms and Service

- No Terms.



### Customer services:

Website: [www.mcit.gov.sa](http://www.mcit.gov.sa)  
Phone Number: 011 814 4444

E-mail: [info@mcit.gov.sa](mailto:info@mcit.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Ataa Platform



## Raising awareness of the dangers of bullying against children in the digital world



وزارة الاتصالات  
وتقنية المعلومات  
MINISTRY OF COMMUNICATIONS  
AND INFORMATION TECHNOLOGY



### Service Description:

Field: Awareness

A service provided by the Ministry of Communications and Information Technology, to raise awareness of the opportunities and risks that children may face in the digital world and how to confront them.



### Steps to Obtain the Service:

- Enter the ATAA digital initiative platform.
- Enter the "Educate and Rest" page
- Browse restricted topics on the site.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer  
services:

Website: [www.mcit.gov.sa](http://www.mcit.gov.sa)  
Phone Number: 011 814 4444

E-mail: [info@mcit.gov.sa](mailto:info@mcit.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Website





## Interactive story series



### Service Description:

Field: Awareness

An interactive story series to educate children about digital citizenship skills



### Steps to Obtain the Service:

- Log in to the THINK TECH website
- Create a new account.
- Log in with your username.
- Enter the Future Champions Initiative and choose digital awareness.
- Selection of interactive stories series.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No Terms.



Customer  
services:

Website: [www.mcit.gov.sa](http://www.mcit.gov.sa)  
Phone Number: 011 814 4444

E-mail: [info@mcit.gov.sa](mailto:info@mcit.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Website



# Ministry of Environment Water & Agriculture

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# وزارة البيئة والمياه والزراعة

Ministry of Environment Water & Agriculture





## Delivering Water to Utilities



### Service Description:

An electronic service provided by the National Water Company that enables the delivery of a water connection to various facilities.



### Steps to Obtain the Service:

- Log into the National Water Company website.
- Create an account on the electronic branch of the National Water Company.
- Log in with your username and password
- Click on (Request a new water connection).
- Select the type of the property : housing or commercial.
- Upload the required documents, then click on (Next).
- After the application is approved, the company will contact you to complete the procedures.



### Service fees and conditions:

- Service fees:**
- No fees.
- Terms of Service:**
- National ID or Residency
  - Deed of ownership
  - Building permit.
  - Building Photo.
  - location sketches.



### Customer services:

Website: [www.mewa.gov.sa](http://www.mewa.gov.sa)  
Phone Number: 199099

E-mail: [info@199099.gov.sa](mailto:info@199099.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

E- portal



## Escalate water complaint



### Service Description:

This platform allows beneficiaries to escalate water and wastewater complaints against service providers in case of dissatisfaction with the service, according to the requirements and conditions of the service.



### Steps to Obtain the Service:

- Log into the system.
- Add an Application..
- Select your water service provider and insert the reference number.
- Add attachments if any.
- Submit the application.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- The complainant shall be the consumer or the owner.
- The existence of a previous complaint with a reference number with the service provider

- The deadline of Escalation for the beneficiary is 30 working days from the date of closing the complaint from the service provider.
- The complaint shall be filed after 30 working days in case of non-response from the service provider.
- The same complaint cannot be escalated more than once



Customer services:

Website: [www.mewa.gov.sa](http://www.mewa.gov.sa)  
Phone Number: 199099

E-mail: [info@199099.gov.sa](mailto:info@199099.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E- portal



## Request to Change the owner's name (transfer of water meter ownership)



### Service Description:

An e-service provided by the National Water Company, which allows customers to request the amendment of the owner's name (transfer of ownership of the water meter) and attach the required documents through the electronic branch.



### Steps to Obtain the Service:

- Register in the e-branch in order to log into the service.
- Select the type of property.
- Attach a copy of the deed and the owner's ID.
- Submit the application.



### Service fees and conditions:

#### Service fees:

- No fees.

#### Terms of Service:

- Having an electronic account



### Customer services:

Website: [www.mewa.gov.sa](http://www.mewa.gov.sa)  
Phone Number: 199099

E-mail: [info@199099.gov.sa](mailto:info@199099.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

E- portal



# Ministry Tourism

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وزارة السياحة  
Ministry of Tourism



## Issuing a tourist visa



### Service Description:

Field: Legal Affairs

Through the service, applications are received for visitors coming to the kingdom of Saudi Arabia to apply for a visa, and through this, the tourist fills in all the required information through the website: personal information, passport information, and then various medical insurance companies are shown to the tourists, and the insurance policy is issued by the health insurance.



### Steps to Obtain the Service:

- Visit the official website of Saudi tourism.
- Apply on e-visa.
- Create an account.
- Head to the registration page.
- Activate the account by e-mail.
- Sign in.
- Receive the verification code on your email.
- Re-enter the home page.
- Enter your personal information, passport information and medical insurance.
- Agree to the terms and conditions and pay the fees.



### Service fees and conditions:

- Service fees:**
- 463.44 SR
- Terms of Service:**
- The applicant's age shall be 18 years and above.
  - For travelers who are under 18, the parents shall be added in the application
  - The passport shall be valid for at least another 6 months.
  - Possession of a passport from one of the 49 covered countries.



Customer services:

Website: [www.mt.gov.sa](http://www.mt.gov.sa)  
Phone Number: 930

E-mail: [info@mt.gov.sa](mailto:info@mt.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

web portal of the entity



## Complaints and tourism reports



### Service Description:

Field: Legal Affairs

Application that you can submit your own tourism complaints or suggestions, report the violations, with the possibility of attaching images and locating the geographical location of the violations on Google Maps. You can also review the details of complaints and reports submissions.



### Steps to Obtain the Service:

- Select Ministry of Tourism website.
- Select the request type.
- Click on the Submit Request box.
- Fill in the request data, and then press (submit).
- You will receive a text message containing the request information.
- The request has been processed by the administrator.

- You can inquire about the created requests by clicking on (My requests).
- In the ( My requests )box, all user requests are displayed by type of request (complaints, suggestions, reports).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.mt.gov.sa](http://www.mt.gov.sa)  
Phone Number: 930

E-mail: [info@mt.gov.sa](mailto:info@mt.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Autoresponder-Mobile applications-The web portal of the entity



# MINISTRY OF ISLAMIC AFFAIRS, DAWAH AND GUIDANCE

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وزارة الشؤون الإسلامية والدعوة والإرشاد  
Ministry of Islamic Affairs, Dawah and Guidance



## Geographical explorer of mosques



### Service Description:

Field: Islamic affairs

One of the most important applications implemented within the project to develop the geographic information system for mosques in the ministry, as it provides a huge amount of mosque information within a vital map that shows the locations of mosques, shows the locations of mosques on the map, shows mosque data and pictures, and also performs searches for a specific mosque through data it specifies. The user, and perform spatial searches through regions and governorates specified by the user.



### Steps to Obtain the Service:

- Log in to the Ministry's electronic portal.
- Select a geographic information system for mosques.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.moia.gov.sa](http://www.moia.gov.sa)  
Phone Number: 1933

E-mail: [info@moia.gov.sa](mailto:info@moia.gov.sa)  
Response Hours: 08:00 AM - 06:00 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Inquiry about the publications of the Ministry of Islamic Affairs, Dawa and Guidance



### Service Description:

Field: Islamic affairs

Such service allows beneficiaries to access all the books published by the Publications and Scientific Research Agency of the ministry. Such books are published in about 47 languages worldwide. Additionally, the service provides the option to inquire about a specific book by entering information about the book or author, with the possibility to download an electronic copy of it.



### Steps to Obtain the Service:

- Log in to the Ministry's electronic portal.
- Select (Inquiry about the Ministry's Publications).
- Agree to the terms and conditions and then click on the "Move to Service" button.
- Enter one of the search criteria, then the verification code, then click on the (Inquiry) button.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Log in to the Ministry's electronic portal.
- From the electronic services menu, select (Inquiry about the Ministry's Publications).

- Agree to the terms and then click on the (Proceed to Service) button.
- Enter one of the search criteria, then the verification code, and then click on the (Inquiry) button.



Customer services:

Website: [www.moia.gov.sa](http://www.moia.gov.sa)  
Phone Number: 1933

E-mail: [info@moia.gov.sa](mailto:info@moia.gov.sa)  
Response Hours: 08:00 AM - 06:00 PM

Channels  
Service Delivery:

The entity's electronic  
portal



# Zakat, Tax and Customs Authority

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**هيئة الزكاة والضريبة والجمارك**  
**Zakat, Tax and Customs Authority**



## Issuing a tax residence certificate



### Service Description:

Field: Tax services

This service provides the issuance of residence certificates for individuals residing in the Kingdom of Saudi Arabia in accordance with the Saudi income tax system or agreements to avoid double taxation on income that the state concludes with the countries whose nationalities they hold in order to obtain exemption from income tax. This service also allows for a summary of the case of issuing the certificate and the result of the application.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link ([zatca.gov.sa](http://zatca.gov.sa))
- "Select Zakat and Tax Services, then select Tax Residency Certificate.
- Service request



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Residence in the Kingdom of Saudi Arabia for more than 183 days.
- A valid passport.
- Proof of residence.

- A letter from the employer.
- Attach clear photos of the required documents.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request to change the filing period for returns



### Service Description:

Field: Tax services

This service allows the possibility of requesting to change the period for submitting returns, to be every quarter or monthly. To change the date for submitting a value-added tax return, obtaining the Authority's approval is required.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Move to the Indirect Taxes tab - Value Added Tax.
- Select "Request to change the period for submitting VAT returns"
- Fill out the form and submit the application.
- You will receive a notification that the request has been received.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submit all tax returns.



### Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

- The Authority's electronic portal
- Mobile phone application



## Edit contact information



### Service Description:

Field: Public services

This service enables the user to change the email address and mobile number, as all messages received from the Authority will be directed to the modified contact information.



### Steps to Obtain the Service:

- Log in to the electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to "General Services"
- Select "Assigned Profile"
- Edit email address and mobile number
- Activate email through email authentication or receiving instant confirmation by mobile phone number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- A valid and activated email address and mobile number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- Branch
- Mobile application
- The Authority's electronic
- Relationship managers
- portal





## Request to use the proportional deduction method for input tax



### Service Description:

Field: Tax services

The default method is used to calculate the value of the input tax that is attributed to taxable and tax-exempt supplies for the purposes of determining the percentage of input tax that can be deducted, and this method may not be the most accurate in some cases, because it may give an inaccurate representation of the input tax that is attributed to supplies that are subject to value-added tax. This service enables the taxpayer to submit a request to obtain approval to use a method to calculate the relative discount other than the default method.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Transition to indirect taxes (Value Added Tax).
- Selecting the option to use the proportional deduction method for input tax
- Filling out the form and uploading the request letter which includes the reason for the request.
- Effective date from the current method of deduction of the Value Added Tax

- rate on purchases to the proposed method of deduction.
- Rate of Value Added Tax on purchases.
- You will be informed of the authority's decision.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Application Cause.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Change of accounting basis



### Service Description:

Domain: Tax services

This service aims to transfer taxpayers from the invoice basis to the cash basis, in accordance with the executive regulations for value added tax.



### Steps to Obtain the Service:

- Communicate with the call center.
- Raising a ticket requesting a change in the accounting basis.
- An email will be sent to the person assigned to accept or reject the request.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registration for VAT.
- Entering the total revenue subject to Value Added Tax in the previous and expected fiscal year, not exceeding 5 million SAR.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

customers service



## Request to amend the effective date of value added tax

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

This service enables taxpayers to change the effective date of VAT registration (opening returns retroactively) to recover tax due for previous periods.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zotac.gov.sa](http://zotac.gov.sa))
- Move to the indirect taxes tab - value added tax -
- Select "Request to amend the VAT saving date"
- Fill out the necessary data/forms and attach the required documents.
- Submit the request.
- You will receive notification of acceptance, rejection or cancellation of the order.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registration for VAT



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Real estate registration request

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

This service enables you to register your property in the real estate transaction tax before completing the real estate emptying process or documenting the contract. The service provides knowledge of the extent to which the property you want to sell is subject to the tax, with the possibility of issuing a payment invoice for the amount of the tax due.



### Steps to Obtain the Service:

- Access the Authority's website via the following link: [zatca.gov.sa](http://zatca.gov.sa)
- Choose electronic services, then "Zakat, tax and customs services"
- Select the property disposal tax, then request property registration.
- Registering the seller's data, the instrument number, and agreeing to the terms and conditions.
- Enter the verification code sent to your mobile phone.
- Confirm data.
- Select the drug type and description from the drop-down list.
- When the property is subject to tax, a payment invoice is issued.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Seller data and instrument or contract information



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Cancel the property registration request



### Service Description:

Field: Tax services

When canceling the sale process or submitting incorrect data before clearing the property or documenting the contract, through this service you can cancel the request to register the property in the real estate transaction tax service, and recover the tax amount if paid in advance.



### Steps to Obtain the Service:

- Access the Authority's website via the following link: [zatca.gov.sa](http://zatca.gov.sa)
- Select electronic services, then "Zakat, tax and customs services"
- Choose the real estate transaction tax, then request a property registration.
- After logging in to your account, choose View Real Estate Transactions, then select Cancel Request, adding the reason for cancellation, then click Submit.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Non-discharge of the instrument or authentication of the contract.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Verifying the property registration application



### Service Description:

Field: Tax services

This service enables the taxpayer to check the status of the registration request in the real estate transaction tax service, know the status of the property being subject to tax, and the status of payment.



### Steps to Obtain the Service:

- Enter the order number sent to your mobile phone.
- Add the verification code sent to the main seller's mobile phone.
- Know the status of the request.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Deposit and exchange notes



### Service Description:

Field: Zakat and tax services

It is an electronic service to facilitate the filing of taxpayer contracts concluded with other entities, whether they are "expenditure or revenue" contracts. The service also provides the ability to update and cancel contracts, as well as view notifications and tasks.



### Steps to Obtain the Service:

- Access the Authority's electronic portal via the following link: (zatca.gov.sa)
- Go to the General Services tab.
- Select the "Contracts Service" icon
- Register the contract and complete the necessary steps.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Include all details related to the contract and attach the necessary attachments



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Service (fawd)



### Service Description:

Field: Tax services

This service allows organizations to authorize accounting offices and service providers that deal with them to complete their procedures and transactions automatically, in addition to the possibility of authorizing more than one accounting office for specific services, specifying the duration of the authorization.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Choose the "Fawd" service
- Choose "accounting office or service provider" and select "the services you want to delegate"
  - 1- The unique number of the accounting office
  - 2- Specify the authorization period
- To complete the authorization process, the service provider's approval is required to log in to his account on the Authority's portal and accept the authorization request. The request status is "Pending"
- You will receive notification of acceptance or rejection from the accounting office.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal







### Service Description:

Field: Customs services

Registration in customs services and you can benefit from the following services:

Inquire about the customs declaration / print a customs or statistical statement / review the value-added tax and excise tax report / view a report of all differences in customs duties owed on it / inquire about letters of clearance of restricted goods, their conditions, and the remaining balance for each item in the letter / inquire about customs cards / obtain A report detailing the incoming and outgoing customs data.



### Steps to Obtain the Service:

- Access the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Registration in customs services.



### Service fees and conditions:

#### Service fees:

- Required fees for some reports upon request.

#### Terms of Service:

- Existence of a previously registered importer number for customs services.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## zakaty



### Service Description:

Field: Zakat service

An electronic service provided by the Zakat, Tax and Customs Authority that enables individuals to perform the zakat obligation in an easy and reliable manner by creating electronic payment channels available on the platform to deliver it to those entitled to it at the Social Security Agency.



### Steps to Obtain the Service:

- Access the main page of the zakaty platform via the following link: (<https://zakaty.gov.sa>)
- Choose to log in (to fully benefit from the services provided).
- Choose the items for which you want to pay zakat on the zakat calculator page.
- Go to the payment page and choose the appropriate payment method.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



### Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

- Zakaty platform
- Mobile application



## Request a declaratory decision



### Service Description:

Field: Tax services

This service can be used to submit requests for declaratory decisions to request an opinion from the Authority on dividing the texts of the tax laws and regulations applied in the Kingdom and the mechanism for applying them to transactions related to the activity of which the request was submitted, in accordance with the conditions and controls stipulated in the guideline for declaratory decisions.



### Steps to Obtain the Service:

- Access the Authority's electronic portal .
- Moving to indirect taxes "Value Added Tax".
- Choose the "Explanatory Decision" request icon and create a new request.
- Fill out the explanatory decision form, and the representative authorization form if the request is submitted by an agent or representative.
- Submit the necessary supporting documents.
- Submit the application and receive notification of application submission
- If the applicant for the declaratory decision is not registered with the Authority, the necessary forms and all documents are sent via email
- (policy-ruling@zatca.gov.sa)



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Fill out all required forms, and attach all necessary supporting documents
- The issue concerned with the declaratory decision request is not covered in the guidelines and publications provided by the Authority.

- Follow all controls and instructions contained in the guideline for requests for declaratory decisions published on the Authority's website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Registration for internal tax

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

Income tax is applied to every natural or legal person who carries out an activity in the Kingdom in accordance with what is stated in the income tax system, a non-resident who achieves an exit from a source in the Kingdom, resident capital companies on the shares of resident funds on the shares of non-Saudi partners, and expatriate persons in the production of oil and materials. Hydrocarbon.



### Steps to Obtain the Service:

- Register the establishment with the Ministry of Commerce
- A unique number (TIN) will be generated.
- Go to the Authority's electronic portal to complete the initial registration.
- Immediately after the completion of the process, you will be automatically registered in income tax services.
- Complete the registration with the Ministry of Commerce.
- You will receive an SMS or email containing your login information to the

- electronic portal of the Zakat, Tax and Customs Authority.
- electronic portal of the Zakat, Tax and Customs Authority. You will receive an
- Log in to the electronic portal, go to (Zakat and Income Tax)
- Complete the first requirement after logging in, which is the Zakat/Income Tax Registration Form, and you will receive a notification when students complete it.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Register the establishment with the Ministry of Commerce



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Submit an income tax return

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

The service allows you to submit income tax returns for a specific financial period (including transaction pricing models). Your declaration will be available for submission on the specified date through the electronic portal of the Zakat and Customs Tax Authority.



### Steps to Obtain the Service:

- Enter the Authority's electronic portal at the following link: (zatca.gov.sa)
- Select "Declarations"
- Choose the required tax return to submit.
- Fill out and submit the declaration of your facility's financial statements.
- You will receive a notification of the bill amount via SMS and email.
- Payments can be made via SADAD system.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Verify registration data
- Ensure that the type of declaration and the date of the financial period are correct.

- Financial data for your facility.
- Transaction pricing model.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Pay the tax



### Service Description:

Field: Zakat and tax services

After submitting or amending the declaration, and in the event of fines or penalties, a "Sadad" invoice will be generated containing the invoice number and the amount due, and the taxpayer can pay all types of taxes paid, either through electronic banking services, or through an ATM.



### Steps to Obtain the Service:

- Receive a payment invoice.
- Pay through online banking or ATM.
- Payments can be made via SADAD system.
- You will receive payment notification via SMS and email.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Paying the amounts due on the "Sadad" invoice number
- A completed declaration of zakat and taxes.
- Pay the amounts due on the SADAD invoice number to receive proof of

payment.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Verification of the VAT registration certificate



### Service Description:

Field: Tax services

An electronic service that allows the general public and authorities to verify that the beneficiary has registered for value-added tax and obtained a registration certificate



### Steps to Obtain the Service:

- Access the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- From the list of electronic services, choose the "Verify" service.
- Choose the service "Verify VAT registration certificate"
- Enter the required data, and press the "Search" button
- The certificate information will appear if it exists



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Tax number or commercial registration number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal.
- Mobile application.



## Verifying the validity of the zakat certificate



### Service Description:

Field: Zakat services

An electronic service that aims to provide the possibility of verifying the validity of the Zakat certificate issued to the facility.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Go to the "Electronic Services" tab
- Select Verify Zakat Certificate.
- Enter search data to verify the certificate issued to the facility
- The certificate status will appear on your screen



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Commercial registration number, company number, identity number, license number, token number, or certificate number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Report a violation of the value-added tax application



### Service Description:

Field: Tax services

The service allows reporting a case of tax evasion or manipulation by the merchant or service provider, for example: the tax number is incorrect, the collection of a tax by a person not registered in the tax, or the calculation of a tax of less than 15%.



### Steps to Obtain the Service:

- Access the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the "Submit a Report" icon
- Choose the report classification, and complete the steps to obtain the required service.
- Review the information and submit the form.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Description of the violation and adding the document, if any, "Invoice - Contract"



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- Mobile phone application



## Cancellation of VAT registration.



### Service Description:

Field: Tax services

This service allows you to cancel the registration of your facility for VAT when you are eligible to do so. This may mean that you have stopped carrying out an economic activity, or the value of your revenues does not exceed the mandatory registration limit, or the lack of legal status for your establishment, or any of the other cases according to the system.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to indirect taxes "Value Added Tax"
- Choose "Stop registration" for VAT
- Filling out the form and attaching supporting documents.
- Send the application after agreeing to the terms
- You will receive a notification after canceling your VAT account



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours


Channels  
Service Delivery:

The Authority's  
electronic portal




## Request a review of value added tax




 **Service Description:** Field: Tax services

This service provides the submission of an objection (review) request on value-added invoices.

 **Steps to Obtain the Service:**

- Log in to the Authority's electronic
- Go to Indirect Taxes "Value Added Tax"
- Choose "Value Added Tax Review Request"
- Complete the filling out the form and specify the reason for the review.
- Choose the type of guarantee (bank / cash), then submit your application.
- You will receive a notification of receipt of the review request, including the

reference number.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- Explaining the reasons for the objection, attaching supporting documents, and paying the cash guarantee or provide a bank guarantee



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Submit a withholding tax return



### Service Description:

Field: Tax services

If you are a resident making payments to a non-resident in the Kingdom of Saudi Arabia, you must impose withholding tax on the amounts paid to the non-resident according to the applicable rates. This service allows you to submit declarations on the amounts.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose the declarations service.
- Go to the Declarations tab, choose "View Declarations," then "Monthly Withholding Tax"
- Create the return you want to submit: a new month's withholding tax return
- Read the information before filling it out
- Submit a withholding tax return form
- Agree to acknowledge the validity and accuracy of the data provided, and click the "Submit" button.
- You will receive an acknowledgment of receipt and an invoice.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- You Shall be previously registered on the Authority's electronic portal.
- Service data - contractor
- International Account Identifier Number (IBAN).



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Amending the withholding tax return (individuals and establishments)

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

This service allows you to submit a request to amend the returns related to the withholding tax after submitting them.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: [zatca.gov.sa](http://zatca.gov.sa)
  - Select the individuals you want to edit, and then click on the edit icon.
  - Amend the declaration with new data.
  - Upload the amended return.
- A message indicating successful submission appears.
  - Notification to the taxpayer via email.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- A previously submitted withholding tax return is required.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Modify password



### Service Description:

Field: public services

Through this service, the login password can be changed through the Authority's electronic portal after passing authentication through the activation code (otp) sent to the login number.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal.
- Move to "General Services.
- Select "Taxpayer Profile", then choose "Change Password.
- Enter the new password.
- You will receive a secret code validity for one time only, add the verification code to end the transaction.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request a mutual agreement



### Service Description:

Field: public services

Clarifying the procedures through which taxpayers can request assistance from the Authority to resolve disputes arising from the imposition of a tax in violation of the provisions of double taxation agreements.



### Steps to Obtain the Service:

- Send a completed application to the email address for the Mutual Agreement Procedure (MAP@zatca.gov.sa)
- If the application is incomplete, you will receive a message explaining the missing information and documents that must be submitted.
- When the order is completed, you will receive a message confirming that the order has been accepted.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Modify registration data



### Service Description:

Field: public services

Through this service, amendments can be made to the data in the Authority's electronic portal, including shareholders' data and financial data.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal.
- Go to General Services, then choose the "Update/Stop Registration" tab.
- Select View/Edit Details
- Select the data you desire to modify and attach the documents.
- Submit the request.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## General inquiries and complaints



### Service Description:

Field: public services

This service allows you to submit your inquiries about all the services of the Zakat, Tax and Customs Authority, in addition to submitting complaints and observations, and having them answered by the Authority's specialists and experts, through a number of communication channels available to serve you.



### Steps to Obtain the Service:

- Access the Authority's website via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose (contact us)
- Choose the specified icon as requested: "Submission/Complaint/Request/ Inquiry"
- Fill in the required data.
- After filling out the information, send the application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Stop the special number



### Service Description:

Field: public services

If your establishment is no longer eligible to pay zakat or taxes in the Kingdom, this service allows you to cancel the registration of the distinguished number. This matter relates to canceling the registration of zakat and all other types of taxes, which means that you have stopped carrying out any economic activity or ceased to exist as a legal entity.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
  - Go to "General Services"
  - Select the "Update/Stop Recording" icon
  - Select the "Stop Premium Number" service
  - Specify the reason for canceling the registration
  - Complete filling out the form
- You will be notified when the special number is stopped.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Cancel registration for indirect taxes, if any
- Specify the reasons for canceling the unique number and attach proof of this.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Cancel branch registration



### Service Description:

Field: public services

If your establishment has branches registered under one distinct number, this service allows you to submit a request to cancel any branch on the Authority's electronic portal.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to "General Services"
- Select the "Update/Stop Recording" icon
- Select the "Stop a branch" icon, then choose the branch you want to close/cancel.
- Fill out the form, attach supporting documents, then submit the application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- There are no existing obligations with the Authority
- Attach proof of stopping the branch



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request to escalate the objection to the General Secretariat of Tax Committees

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: public services

When your objection is rejected by the Zakat Tax and Customs Authority, you can file an objection to the Adjudication Committee through the General Secretariat of the Zakat, Tax and Customs Committees.



### Steps to Obtain the Service:

- Register a new case through the electronic portal of the General Secretariat of Tax Committees (Hayad) via the following link: General Secretariat of Tax Committees ([gstc.gov.sa](http://gstc.gov.sa))
- Fill in the required data and information
- You will receive a text message and an email upon completion of the application stating the case reference number



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submit the required data and documents



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request to obtain the certificate



### Service Description:

Field: public services

This service allows you to submit a request to obtain a zakat or tax certificate.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal
- Move to the Zakat, Tax and Customs tab.
- Choose the "Get Certificate" icon
- Select a new order.
- Fill out the form.
- You will receive a notification of the certificate.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No cases of filing late returns or payments
- No Commitments currently.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request payment in installments



### Service Description:

Field: Tax services

This service allows you to request payment in installments, in cases where you face difficulties in paying the due amounts in full.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Move to the direct taxes tab for zakat/income tax.
- Choose the Zakat/Income Tax installment icon.
- Choose a new application, then fill out the application and complete the steps to submit the application and pay the advance payment for the installment request.
- If approved, you will receive a notification of the installment plan



### Service fees and conditions:

- Service fees:**
- No Fees.
- Terms of Service:**
- Submit an application through the Authority's electronic portal
  - Pay the down payment for the installment request.
  - Bank statement for the last 3 months
  - Clarifying the justifications for requesting installments
  - Submit all due declarations.
  - Pay the full amount of other due amounts.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request a release from a contract



### Service Description:

Field: Tax services

If you cannot obtain the certificate due to objection or exception procedures or any other reason, this service provides you with a contract release used in specific contracts.



### Steps to Obtain the Service:

- Log in to the electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Move to the Zakat, Tax and Customs tab
- Move to the contract release form request
- Select New Request
- Fill in the required data
- In the event of approval and payment, you will receive a notification of the

contract release.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- A copy of the contract or purchase order.
- Payment of due receivables.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Objection request



### Service Description:

Field: Tax services

This service provides the submission of an objection request to the re-evaluated declaration.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa)) objection.
- Moving to zakat and tax services.
- Move to the icon (Zakat/Income Tax Objections)
- Choose New Request, then Request an Objection to a Declaration.
- Fill out the application form.
- You will receive two SMS messages and an email when you submit your



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submit an application through the Authority's electronic portal
- Pay undisputed amounts in full before objection.
- Explaining the reasons for objection.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal






## Request to amend the income tax return




 **Service Description:** Field: Tax services

This service allows you to submit a request to amend income tax returns after submitting them

 **Steps to Obtain the Service:**

- Modify access to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Move to the zakat and tax services tab
- Choose the declarations service
- Select the declaration you want to amend
- Amend and submit the return

• You will receive a notification of receipt of the medicine via SMS and email.

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- Amendment Clarification.
- Attach documents.
- Modify financial data.



**Customer services:**

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

**Channels Service Delivery:**

The Authority's electronic portal



## Request to reduce down payments



### Service Description:

Field: Tax services

This service allows submitting a request to reduce the value of the second and third accelerated payments in proportion to the decrease in revenues, if the Authority is provided with proof of a decrease in income in the tax year compared to the income of the previous year by no less than (30%).



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the Zakat and Income Tax tab
- Go to Request Down Payment Reduction.
- Fill out the application form
- You will receive notification of the application being used via text messages and mail Electronic



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Documents proving a decrease in the previous year's revenues by no less than 30%.
- Attach the audited financial statements for the previous year and the

financial statements for the year

- The current draft and trial balance for the previous year and the current year and an estimate of the expected revenues until the end of the current year



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Registration for VAT (establishments)



### Service Description

Field: Tax services

This service provides registration of "establishments" subject to VAT, and after registration, an account number will be allocated for VAT.



### Steps to Obtain the Service:

- Log in to the electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the General Services tab
- Go to the VAT registration sign.
- You will receive a tax certificate notification when the application is completed.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Annual revenues reach the mandatory or optional registration threshold.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Submit a value added tax return

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Tax services

Persons subject to VAT must submit their tax returns and disclose all transactions related to taxable sales and purchases. This service allows the submission of returns related to VAT.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the Indirect Taxes - Value Added Tax tab
- Go to tax returns
- Select the declaration you want to submit
- Submit a value-added tax declaration form.
- Sales subject to the basic rate.
- Purchases subject to the basic rate.
- Submit the application and you will receive notification of receipt of the acknowledgment and the invoice amount via SMS and email.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Total sales data.
- Data on total purchases.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Registering individuals for value added tax



### Service Description:

Field: Tax services

This service concerns individuals who engage in economic activity in the Kingdom, and when registering for the service, a value-added tax account number will be created.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to electronic services
- Choose the service for registering individuals for value added tax.
- Fill out the registration form.
- You will receive a notification and a value-added tax certificate when the order is completed.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request a VAT payment plan in installments



### Service Description:

Field: Tax services

This service allows you to pay instalments, in cases where you face difficulties in paying the amounts owed



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the Indirect Taxes - Value Added Tax tab.
- Choose the VAT installment icon.
- Choose a new order, then fill out the application and complete the steps to deliver the order
- If approved, you will receive a notification of the installment plan



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submit an application through the Authority's electronic portal.
- Bank statement for the last 3 months.
- Clarifying the justifications for requesting installments.

- Submit all due declarations.
- Payment of all other amounts due.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Amending the value added tax return



### Service Description:

Field: Tax services

If there is a need to amend the tax return, the taxpayer can benefit from this service to make an amendment to the previously submitted return.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Login to electronic services.
- Select VAT.
- Go to tax returns.
- Choose the submit/view returns icon.
- Select the declaration you want to amend, then submit the request.

- You will receive a notification of receipt of the acknowledgment and the invoice amount.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Reasons for modification
- Attach the document



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Group registration for VAT



### Service Description:

Field: Tax services

The process of two or more resident legal persons coming together for the purposes of VAT registration. Upon the Authority's approval of the group registration request, the group is treated as one person for VAT purposes, without prejudice to the joint liability of each of the group members. This service provides establishments with an advantage. Register as a group through the Authority's electronic portal.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the indirect taxes tab.
- Select VAT
- Choose to request registration/deregistration of a group in VAT
- Fill out the form and upload the documents
- You will receive a notification when the order is completed.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Group representative:
- Information on sales or purchases that are eligible to pay VAT at the group level.

- The tax group shall be established as of the first day of the month following the date of approval
- The Authority shall apply for registration or any later date it specifies.
- Other group members:
- Tax registration number, if any.
- Information on sales or purchases to which VAT applies.
- Evidence of association with group membership.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Request a VAT refund



### Service Description:

Field: Tax services

This service allows you to request a refund of VAT credit balances



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Go to Indirect taxes (VAT).
- Select the "VAT Refund" icon.
- Create a refund request.
- You will receive a notification that your application has been received, and we will inform you of the decision after completing the application.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having a credit balance.
- IBAN bank account number



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal.
- mobile applications



## Modify VAT registration details



### Service Description:

Field: Tax services

Through this service, you can make amendments to the VAT registration details, including financial data



### Steps to Obtain the Service:

- Log in to the authority's electronic portal.
- Go to the tab for indirect taxes (Value Added Tax).
- Select the icon to view/edit details of VAT registration.
- Choose the data you wish to modify and attach the documents.
- Receive the request notification and monitor its status.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Submit a request to amend the registration, stating the reasons



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Request to reprint the value added tax certificate



### Service Description:

Field: Tax services

This self-service allows you to reprint the VAT certificate.



### Steps to Obtain the Service:

- Register on the electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to Indirect taxes (VAT)
- Select the request for reprinting the Value Added Tax certificate.
- Click on the reprint certificate icon
- An electronic copy of the certificate will be downloaded for you to print.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Complete VAT registration



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- Branch
- The Authority's electronic portal



## Request to object to a fine



### Service Description:

Field: Tax services

If the taxpayer believes that the fines imposed are incorrect, he or she can submit an objection request through this service.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the Indirect Taxes - Value Added Tax tab.
- Choose the VAT review request icon.
- Fill out a VAT audit request form, then specify the reason for the fines.
- You will receive an SMS and an email when you submit your objection.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Reason for objection (the taxpayer is fully responsible for submitting to the Authority the additional documents required of him within the specified period)

- Submitting the bank/cash guarantee indicated in the objection request.
- It is not required to submit a bank guarantee if the objection is to the fines stipulated by the system in fixed amounts.
- A guarantee (bank/cash) is provided only to object to fines related to the tax return



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Cancellation of VAT registration



### Service Description:

Field: Tax services

This service allows you to cancel the registration of your facility for VAT when you are eligible to do so. This may mean that you have stopped carrying out an economic activity, or the value of your revenues does not exceed the mandatory registration limit, or the lack of legal status for your establishment, or any of the other cases according to the system.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to indirect taxes (VAT)
- Choose "Stop registration" for VAT
- Fill out the form and attach supporting documents
- Send the application after agreeing to the terms
- You will receive a notification after canceling your VAT account



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The reason for canceling the registration if it is not related to the required limit
- Necessary proof documents



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- Mobile applications



## Registration for excise tax



### Service Description:

Field: Tax services

The selective method is imposed on goods that have negative effects on public health or evidence in varying proportions, and includes soft drinks, energy drinks, sweetened drinks, electronic smoking devices and tools and the like, liquids used in those electronic devices and the like, and accessories and their derivatives. This service provides you with the ability to register. For excise tax purposes.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to the excise tax registration sign
- Submit the application and fill out the forms
- You will receive a notification when the order is completed.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Register the establishment with the Ministry of Commerce.
- Registration with the Zakat, Tax and Customs Authority.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Cancellation of a tax warehouse license



### Service Description:

Field: Tax services

A tax warehouse is a designated physical space, in which the licensor allows the production, storage, receipt, possession, receipt or dispatch of goods subject to the selective method in a tax suspension situation in the course of carrying out his business. This service allows you to cancel the license of an Arab warehouse by the Authority.



### Steps to Obtain the Service:

- Log in to the electronic portal via the following link:
  - Go to indirect taxes - selective goods tax.
  - Choose the Register/Browse Warehouses icon.
  - Warehouse license cancellation notice
  - Select the warehouse you want to cancel.
  - Fill out the required form and submit it
- You will receive an email notification when the order is completed



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Cancellation of the commercial register
- There are no amounts due to be paid
- Stopping, producing or changing the tax warehouse



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Research and survey indicative prices for selective goods



### Service Description:

Field: Tax services

A service that provides the user with knowledge of the items and items to which the Excise Goods Tax is applied, in addition to knowing the indicative prices of the items.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose electronic services, then zakat, tax, and customs services.
- Select Tax Services and then choose Excise Goods Tax.
- Choose the search service and view the indicative prices for selective goods.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Cancellation of registration for excise goods tax



### Service Description:

Field: Tax services

If the establishment stops participating in the production or distribution of goods subject to excise tax, this service allows the taxpayer to notify the Authority that he will not be required to pay the excise tax after the Authority's system.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to indirect taxes - selective goods tax.
- Choose the icon to stop excise goods tax registration
- Fill out the required form and submit the application.
- You will receive a notification when your excise tax registration is canceled from the system Authority



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Documents proving cessation of participation in the production or distribution of goods subject to excise tax.
- Cancellation of the warehouse license



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Tax warehouse license



### Service Description:

Field: Tax services

A tax warehouse is a specific physical space in which the licensee is allowed to produce, store, receive, possess, receive or send goods subject to excise tax in a tax suspension situation in the course of practicing his work. This service allows obtaining a tax warehouse license from the Authority.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
  - Go to the indirect taxes tab - selective goods tax
  - Choose the Register/Browse Warehouses icon
  - Then choose to request a new warehouse license
  - Fill out the required form.
  - Submitting the original bank guarantee to one of the Authority's branches
- You will receive an email notification when the order is completed.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registration for excise tax.
- Bank guarantee (at least 5% of selective goods stored/sold in one month)
- Determine whether the tax warehouse to be licensed will be used to produce

or store selective goods.

- The type of selective goods to be received or kept under the tax warehouse license.

- Information related to the location of the warehouse to be licensed.

Determine whether the tax warehouse to be licensed will be used to produce or store selective goods.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Submit an excise goods tax declaration



### Service Description:

Field: Tax services

This service allows submitting declarations related to the selective goods tax



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to zakat and tax services
- Choose the declarations icon for excise goods tax
- Fill out the declaration based on the excise goods released during the tax period and submit it.
- You will receive a notification of the bill amount via text messages and email.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Disclosure of selective goods offered for consumption
- Obtaining a tax warehouse license.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Approval of the transitional phase



### Service Description:

Field: Tax services

It is a service that enables holders of excise goods to submit a declaration of the goods subject to excise tax when excise tax legislation comes into effect or is amended, or any other regulations are enacted or amended, or any decisions are issued, leading to expanding the scope of excise tax application.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
  - Go to the General Services tab.
  - Choose the excise tax transitional decision icon.
  - Submitting the transitional decision for the excise tax
  - Fill out the required form.
  - Submit the form after filling it out.
- Payment of the excise tax due.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The excise goods must not be subject to customs duty suspension, or excise tax suspension, and are not owned by a government entity and must be designated For commercial purposes



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Register on the Fasah platform (personal)



### Service Description:

Field: Customs services

Register on the Fasah platform to import and export, and you can benefit from the following services:

Adding an importer's number at a new port / searching for details of clearance letters / inquiring about the customs number of the importer or exporter / inquiring about the results of samples / discrepancies follow-up report / printing the customs declaration / Electronic authorization for the bailiff / acknowledgment of non-action / inquiring about fines



### Steps to Obtain the Service:

- Log in to the Fasah platform
- Registering the importer's data on the platform using the residence number or passport number
- The importer number is activated after verifying the data entered in the registration



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having a residence number or passport



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

Fasah platform



## Registration on the Fasah platform (commercial)



### Service Description:

Field: Customs services

Register on the Fasah platform to import and export, and you can benefit from the following services:

Adding an importer's number at a new port / searching for details of clearance letters / inquiring about the customs number of the importer or exporter / inquiring about the results of samples / discrepancies follow-up report / printing the customs declaration / Electronic authorization for the bailiff / acknowledgment of non-action / inquiring about fines



### Steps to Obtain the Service:

- Log in to the Fasah platform
- Registering company data on the Fasah platform
- The importer number is activated immediately after verification by the Ministry of Commerce



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having a commercial register
- The applicant must be a manager, owner, or accountant



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Postponing the collection of customs duties



### Service Description:

Field: Customs services

The service enables importers to submit a request to postpone payment of customs duties for a period of (30) days in order to stimulate the private sector and enable them to continue their business.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link:: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose the required service (postponing the collection of fees with a bank guarantee) or (postponing the collection of fees with a documentary commitment)
- Agree to the terms and conditions and fill out the required fields



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Bank statement for the last 3 months
- Submit all due declarations
- Payment of all other amounts due

- Providing a bank guarantee. Based on the result of studying the application, a documentary pledge or bank guarantee will be requested.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Print export report



### Service Description:

Field: Customs services

This service provides the beneficiary with a report detailing the details of his issued customs data



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link:(zatca.gov.sa)
- Choose the required service from the list of available services
- Determine the inputs required for the report
- Request the report and then an invoice will be issued for the report fees
- Pay the bill and get the report



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Print the import report



### Service Description:

Field: Customs services

This service provides the beneficiary with a report detailing the details of his incoming customs data.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link:(zatca.gov.sa).
- Choose the required service from the list of available services.
- Determine the inputs required for the report.
- Request the report and then an invoice will be issued for the report fees.
- Pay the bill and get the report.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Letter of no imports or exports



### Service Description:

Field: Customs services

Enabling companies and institutions that are not registered on the Authority's portal to obtain a letter of no imports or exports



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Specifying the required inputs for the report (commercial registration number, report type imports or exports, specifying the period)
- Request letter
- View the letter



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having a commercial register.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours


Channels  
Service Delivery:

The Authority's  
electronic portal



## Inquire about details of transactions linked to insurance




 **Service Description:** Field: Customs services

Enabling importers and exporters to obtain a report detailing transactions linked to insurance

 **Steps to Obtain the Service:**

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Choose the required service from the list of available services
- Determine the inputs required for the report
- Request the report and then an invoice will be issued for the report fees
- Pay the bill and get the report

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- No Terms.



**Customer services:**

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

**Channels Service Delivery:**

The Authority's electronic portal



## Inquire about the details of the exemption decision



### Service Description:

Field: Customs services

Among the services for querying industrial exemption, importing machinery, equipment and materials is the service of obtaining a detailed report of the quantities discounted and remaining for industrial exemption decisions.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose the required service from the list of available services
- Determine the inputs required for the report
- Request the report and then an invoice will be issued for the report fees
- Pay the bill and get the report



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No Terms.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Inquiry about the details of the tariff items in an exemption decision



### Service Description:

Field: Customs services

Among the services for inquiring about exemptions, such as: (industrial exemption), which allows obtaining a report on the tariff items for the type of exemption.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Choose the required service from the list of available services
- Determine the inputs required for the report
- Request the report and then an invoice will be issued for the report fees



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Registration in the Authority's electronic portal



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Authorization of a customs broker



### Service Description:

Field: Customs services

This service provides the importer and exporter, the trader or individual, with the authorization of one of the customs brokers at the customs port where customs transactions are to be conducted, so that his representative can follow up and complete these customs procedures. The authorization is specified for import only, export only, or both. The importer and the merchant exporter specify the authority to use the broker for the authorization for one time or Several times, while the individual's authority to authorize is limited to one time only.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Log in to the Fasah platform
- Enter the service page on the platform
- Fill in the fields
- Create a mandate



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah platform
- Customs broker license number
- Duration of authorization



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Inquire about customs issues



### Service Description:

Field: Customs services

This service provides you with information about customs issues, and is considered part of customs clearance services.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal.
- sign in.
- Fill in the fields.
- Enter the verification code.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Seizure Report Number.
- Identity number or commercial register.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Search for customs duties



### Service Description

Field: Customs services

This service provides the beneficiary with searching customs duties by browsing them or by customs item number, description, chapter, or section.



### Steps to Obtain the Service:

- Enter the customs duties search page
- Search by: a word, main clause, or HS code, or review sections, chapters, and customs tariffs



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Objection request



### Service Description

Field: Customs services

This service provides the submission of an objection request to collection decisions, fines, and rejected recovery requests.  
This service is considered part of customs clearance services.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- electronic services
- the customs
- Customs objections



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An objection memorandum explaining the reasons for the objection
- Documents supporting the objection



### Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

### Channels Service Delivery:

- The Authority's electronic portal
- Mobile application



## splinting policies (transferring ownership of goods from one importer to another)



### Service Description:

Field: Customs services

This service allows the ownership of goods to be transferred from one importer to another or from one agent to an importer electronically, without the shipping agent needing to review the specialists at the ports to obtain the necessary approvals to accept the request.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Choose the "policy splinting" service
- data Entry
- Submit the request
- A notification will be sent after the order is processed



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Having an active account for the shipping agent on the Authority's website



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Yacht and cruise ship inspection form



### Service Description:

Field: Customs services

This service allows submitting an inspection form for yachts and cruise ships electronically by filling out the form including the ship's information, its captain, the importer's data, and the goods in the warehouse to be later reviewed by the customs employee.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Go to electronic services
- Choose the service of submitting a yacht and cruise ship inspection form
- Fill in the information of the ship captain and the goods in the warehouse
- Submit the form



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Fill out the necessary data for the yacht and cruise ship inspection form



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- call center



## Estimated calculator to calculate the additional financial compensation

هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority



### Service Description:

Field: Customs services

The estimation calculator service enables you to calculate the financial compensation for additional fees for non-compliant vehicles



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose electronic services
- Select Customs Services, then click on Individual Importers and Exporters
- Access the estimated calculator service to calculate additional fees for importing non-compliant vehicles
- Complete the required data



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- car model
- The current value of the car in SAR
- Type of car

- Actual fuel economy - in km/l



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Customs card printing



### Service Description:

Field: Customs services

This service allows submitting an inspection form for yachts and cruise ships electronically by filling out the form including the ship's information, its captain, the importer's data, and the goods in the warehouse to be later reviewed by the customs employee.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))  
With the importer's or clearer's own account
- Access to the service
- Enter the required data
- Print the card



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account is imported or cleared
- Approval of the customs card by the concerned department



Customer  
services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- call center



## Inquiry about a customs Statement



### Service Description:

Field: Customs services

This service enables beneficiaries to learn about customs declaration information, declaration details, and fee details.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via
- Enter the "Inquiry about a Customs Declaration" page.
- Inquiry about customs declaration or policy information
- Fill out the required information fields
- Enter the verification code



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Specify the port.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- Mobile application



## Print the customs and statistical declaration



### Service Description:

Field: Customs services

This service allows the beneficiary to print a specific customs or statistical statement in order to view the details of the statement, including customs items and duties, for the purposes of review or documentation, or for use in any subsequent transactions.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Fill in the information fields.
- Enter the code.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Confirm the arrival of express shipments



### Service Description:

Field: Customs services

This service allows express transport companies to confirm the arrival of express transport shipments to the port after submitting their customs data in advance.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- sign in.
- Fill in the fields.
- Enter the verification code.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Availability of the policy number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal





## Review fines



### Service Description:

Field: Customs services

This service provides the beneficiary to inquire about fines issued by the Authority of various types (arrest order, pledge fine, and fine resulting from the conviction of customs cases).



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa).
- Log in to the Fasah platform.
- Enter the service page.
- Fill in the fields.
- Review fines data.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's  
electronic portal



## Review the status of insurance fees disbursement



### Service Description:

Field: Customs services

This service provides the importer to inquire about the status of a request to pay insurance fees for a specific customs declaration, the fees of which include insurance items that have been collected to be disbursed when the eligibility conditions are met. Aqha.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa).
- Log in to the Fasah platform.
- Enter the service page on the platform.
- Fill out the required fields.
- Review the exchange status.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Review the value-added tax and excise tax report



### Service Description:

Field: Customs services

This service provides the beneficiary who uses the portal to review a report containing customs and statistical data during a specific period at all ports, indicating the declaration fees, the value-added tax amount, and the excise tax amount.



### Steps to Obtain the Service:

- Log in to the Fasah platform.
- Enter the service page.
- Fill out the required fields.
- Review the report.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Review of pledges



### Service Description:

Field: Customs services

This service provides the beneficiary with a review of pledges and their status during a specific period of time at all customs ports in order to take the necessary measures to pay those pledges based on the status and end date of the pledge. This includes pledges of non-action and pledges. Various documents.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa).
- Log in to the Fasah platform.
- Enter the service page on the platform.
- Fill out the required fields.
- Review of pledges.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## pledged not to dispose of the consignment



### Service Description:

Field: Customs services

This service allows the importer to submit a pledge not to dispose of the consignment in any way, except after notification from the port of permission to clear it from the competent authority so that the importer can release the consignment until the competent authority's decision is issued. This procedure is often associated with waiting for laboratory test results.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Log in to the Fasah platform
- Enter the service page
- Fill out the required fields



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Review customs Statement fees



### Service Description:

Field: Customs services

This service provides beneficiaries with inquiring about customs declaration fees of all types (import, immediate clearance, export declaration, re-export, petroleum exports, personal export, incoming statistic, outgoing statistic, entry transit, exit transit, Imported statistician from Gulf origin, imported statistician from Saudi origin ) to view the details of all fees due on the statement.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa).
- Log in to the Fasah platform.
- Enter the service page.
- Fill in the fields.
- Fee review.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.
- Customs Statement number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

- The Authority's electronic portal
- Mobile application



## Register a new importer or exporter



### Service Description:

Field: Customs services

This service provides merchants with registration on the Fasah platform to start import and export business



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Log in to the Fasah platform
- Fill in the fields
- activate the account



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Commercial registration number or ID number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Inquiry about issuing a bank letter of guarantee



### Service Description

Field: Customs services

This service allows the beneficiary to inquire about the possibility of issuing a bank letter of guarantee linked to insurance clauses in a customs declaration that was previously submitted at the port.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: (zatca.gov.sa)
- Log in to the Fasah platform
- Enter the service page
- Fill in the fields
- Executing the receipt request



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website
- Customs Declaration



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal





## Stop delegating sincerely



### Service Description:

Field: Customs services

This service allows the importer and exporter to stop his valid authorization to one of the customs brokers, by reviewing a list of all his valid authorizations according to the customs port and choosing a specific authorization to stop.



### Steps to Obtain the Service:

- Log in to the Fasah platform.
- Access the service page on the platform.
- Fill in the required fields.
- Suspend the authorization.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah website.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Inquire about the type of inspection for containers



### Service Description:

Field: Customs services

This service provides importers with manual verification of the number of containers inspected.



### Steps to Obtain the Service:

- Log in to the Fasah platform
- Enter the service page
- Fill in the fields
- Enter verification code



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Customs declaration number
- port
- Statement date



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Reviewing clearance letters and their balances for restricted goods



### Service Description:

Field: Customs services

This service allows the beneficiary to inquire about letters of clearance for restricted goods, their condition, and the remaining balance for each item in the letter. Accordingly, the importer and exporter can know whether or not they can use a clearance letter to import or export restricted goods. The importer can also inquire about a specific clearance letter or review all the clearance letters registered for the importer at all customs ports. This service is considered part of customs clearance services.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Log in to the Fasah platform
- Enter the service page on the platform
- Fill in the fields
- Review the letter and balances



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An active account on the Fasah platform for customs brokers:
- It is required to be authorized by the merchant who issued the clearance letter

- Declaration port
- Serial number of the clearance letter
- Importer number



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Customs declaration for travellers



### Service Description:

Field: Customs services

This service provides you with the ability to fill out a declaration form for the items that must be declared, and submit it to customs officials when international travellers enter or leave Saudi territory.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Fill out the required fields
- Keep the reference number for the declaration process to present it to the customs employee when
- Access to complete the approval procedures



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The acknowledgment form after filling it out
- In the event of declaration of financial amounts, financial instruments, and gold bullion for precious metals and jewelry amounting to 60,000 or more,

official papers must be submitted proving ownership of any goods or amounts and explaining the source of that money and property.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Refund Request - National Establishment Rules



### Service Description:

Field: Customs services

This service allows importers to request a refund of customs duties on products that have acquired the status of origin in any country of the Gulf Cooperation Council.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Fill out the required fields
- Approval of the declaration, undertaking and submission of the application
- The importer will later be notified by text message
- Execute by accepting or rejecting the refund request



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The date of the customs declaration must be the same as or after 23 Dhul-Qi'dah 1442 AH.
- The customs declaration contains items for goods of Gulf origin.

- The refund amount shall be in SAR.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours


Channels  
Service Delivery:

The Authority's electronic  
portal




## Customs duty refund request




 **Service Description:** Field: Customs services

This service allows you to request a refund of customs duties (determined duties, insurance fees).

 **Steps to Obtain the Service:**

- Log in to the Authority's electronic portal .
- Log in to the platform
- Fill out the form and attach the required data and documents

 **Service fees and conditions:**

**Service fees:**

- No Fees.

**Terms of Service:**

- Payment of customs Statement fees.
- Provide all documents related to eligibility for refund



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Track express shipments



### Service Description:

Field: Customs services

This service provides individual importers from international electronic stores to track their shipments received through express transport companies within the scope of Saudi Customs, by using the policy number to show the status of the shipment accordingly. Henna and the duties collected on this shipment according to the customs declaration.



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal via the following link: ([zatca.gov.sa](http://zatca.gov.sa))
- Choose an express shipment tracking service
- Select the shipping type
- Choose a tracking method by entering your customs declaration or bill of lading information
- The status of the shipment and the fees collected by the Authority for this

shipment will be appeared.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Provide the waybill number.



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal



## Public auction management system



### Service Description:

Field: Customs services

This service allows you to request a refund of customs duties (determined duties, insurance fees).



### Steps to Obtain the Service:

- Log in to the Authority's electronic portal .
- Browse the list of auctions.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms



Customer services:

Website: [www.zatca.gov.sa](http://www.zatca.gov.sa)  
Phone Number: 19993

E-mail: [info@zatca.gov.sa](mailto:info@zatca.gov.sa)  
Response Hours: 24 hours

Channels  
Service Delivery:

The Authority's electronic  
portal





# Human rights commission

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# هيئة حقوق الإنسان

Human Rights Commission



## Request advice or support

هيئة حقوق الإنسان  
Human Rights Commission



### Service Description:

Field: Legal Affairs

This service allows submitting a request for advice on human rights issues.



### Steps to Obtain the Service:

- Enter the Human Rights Commission portal.
- Choose electronic services.
- Log in with your username.
- Submit the application
- The application is received and the necessary information and data to process

- the application are verified.
- It shall be transferred to the specialized researcher for study.
- The applicant will be notified by the application result.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Request for advice is made through various access channels.
- The subject of the request must be related to human rights issues
- Enter complete and correct application data and details.

- Send the request and receive the number sent by text message to follow up on the status of the request.
- The application processing procedure will not be completed if the data is incomplete.



Customer services:

Website: [www.hrc.gov.sa](http://www.hrc.gov.sa)  
Phone Number: 19922

E-mail: [info@hrc.gov.sa](mailto:info@hrc.gov.sa)  
Response Hours: 08:00 AM - 05:00 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Submit a complaint or report on human rights issues

هيئة حقوق الإنسان  
Human Rights Commission



### Service Description:

Field: Information, communications and postal services

The service allows submitting a complaint or report from individuals, institutions, organizations and others regarding human rights issues



### Steps to Obtain the Service:

- A complaint or report can be submitted by the following means:
- Attendance to the Authority's headquarter.
- Official mail.
- call center.
- E-mail.
- Authority website.
- The complaint is registered and the complainant is informed of the registration number and date via SMS message. The case is examined by specialists.
- Action is taken to address the situation in collaboration with relevant authorities.
- The complainant shall be informed of the measures taken on its complaint and the result.



Customer services:

Website: [www.hrc.gov.sa](http://www.hrc.gov.sa)  
Phone Number: 19922

E-mail: [info@hrc.gov.sa](mailto:info@hrc.gov.sa)  
Response Hours: 08:00 AM - 05:00 PM

Channels  
Service Delivery:

Mobile applications - post offices  
The entity's electronic portal





### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The subject of the complaint or report shall be a violation of a human right.
- The complaint or report have a known source.
- The content of the complaint or report shall be clear and complete, and must not contain obscene or offensive expressions that cannot be deleted.
- Complete the data required in the forms designated for submitting a complaint or report.
- The subject matter of the complaint or report shall not be within the jurisdiction of a court, body, or quasi-judicial committee, or have any administrative body competent to consider it, or have been considered by these bodies for a reasonable period of time, or have been issued, or if the right to

object to it legally exists regarding which there is a ruling or a final judicial decision.

- The alleged violation shall not have occurred more than twelve months ago, or its effects have continued.
- The subject of the complaint or report shall not have been previously filed with the Authority, unless the reason for filing has disappeared.
- The report is required in addition to what was indicated above.
- It shall be issued by someone who submitted it in good faith.
- It shall include a specific description of the alleged violation
- The person or persons affected by this violation should be identified.
- The report shall be based on sufficient evidence.



### Customer services:

Website: [www.hrc.gov.sa](http://www.hrc.gov.sa)  
Phone Number: 19922

E-mail: [info@hrc.gov.sa](mailto:info@hrc.gov.sa)  
Response Hours: 08:00 AM - 05:00 PM

### Channels Service Delivery:

The entity's electronic portal



## Raising awareness of human rights culture

هيئة حقوق الإنسان  
Human Rights Commission



### Service Description:

Field: Information, communications and postal services

It involves promoting human rights awareness in areas related to human rights, including women's rights, children's rights, rights of persons with disabilities, migrant workers, and others. This service is achieved through awareness campaigns such as seminars and lectures organized by the authority.



### Steps to Obtain the Service:

- It can be accessed through invitations or direct registration.
- Electronic publishing on the Authority's accounts, social media, and the website, which can be accessed by following the Authority's accounts.
- Printed materials and pamphlets if available.
- Educational brochures on specific topics.
- Exhibitions and corners carried out by the Authority in forums and public

places, and you can benefit from them by visiting the exhibitions and corners



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms



Customer services:

Website: [www.hrc.gov.sa](http://www.hrc.gov.sa)  
Phone Number: 19922

E-mail: [info@hrc.gov.sa](mailto:info@hrc.gov.sa)  
Response Hours: 08:00 AM - 05:00 PM

Channels  
Service Delivery:

The entity's electronic  
portal



# Communications, Space and Technology Commission

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هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



## Inquiry about the numbers registered in my beneficiary name (my numbers)



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

Such service allows the beneficiary to inquire and view the details of phone numbers and data SIM cards registered with the identity number or commercial registry number with telecommunications service providers.



### Steps to Obtain the Service:

- Starting the My Numbers service on the Mottasl platform.
- Fill out the inquiry form for my numbers.
- Enter the verification code received on the mobile phone.
- Review the numbers registered in the name of the beneficiary.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website  
Mobile Authority Application





## Inquire about approved offers



### Service Description:

Field: Information, communications and postal services

Such service allows users to know the details of approved offers for all service providers.



### Steps to Obtain the Service:

- Starting by the service.
- Fill in the search inputs.
- Click on Search icon.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website  
Mobile Authority Application



## Inquiry about valid telecommunications licenses



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

Such service allows the beneficiary to inquire and view all valid licenses and registrations and information about the licensing entity.



### Steps to Obtain the Service:

- Login to the service.
- Fill in the search entries.
- Search.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Inquire about approved devices



### Service Description:

Field: Information, communications and postal services

Such service allows you to inquire about the data of previously approved devices.



### Steps to Obtain the Service:

- Starting by the service.
- Fill in the search entries.
- Click on search icon.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## Request to block a website or application



### Service Description:

Field: Information, communications and postal services

The filtering service enables the creation of a safer Internet environment for users by preventing access to Internet sites that violate the Kingdom's regulations.



### Steps to Obtain the Service:

- Login to the service.
- Fill out a website report request form.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## Request to unblock a website or application



### Service Description:

Field: Information, communications and postal services

Such service allows you to request access to a website or application.



### Steps to Obtain the Service:

- Login to the service.
- Fill out a request form to provide access to a website.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Search engine in the National Table of Frequency Distribution



### Service Description:

Field: Information, communications and postal services

Such search engine allows browsing the various radio services and specific user categories for each frequency band in accordance with the National Frequency Spectrum Plan.



### Steps to Obtain the Service:

- Login to the service .
- Search within the required bandwidth.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## Domain query



### Service Description:

Field: Information, communications and postal services

Such service enables searching and inquiring about domain information and knowing the details of the owner, servers, and status of the domain.



### Steps to Obtain the Service:

- Login to the service.
- Enter the domain name.
- Verify the availability of the bandwidth.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## View domain name registration agents' information



### Service Description:

Field: Information, communications and postal services

Such service enables view information about domain name registration agents in the Kingdom and the domains registered through them.



### Steps to Obtain the Service:

- Login to the service.
- View information of domain registration agents.
- Obtain agent data and communication methods.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Reviewing performance indicators for the communications and information technology sector



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

Statistical data and indicators for the communications and information technology services market



### Steps to Obtain the Service:

- Start Service.
- Review indicators with the required year dates.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Inquire about an information technology work provider and all his data



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

The service provides a directory for companies registered on the Tech platform, aimed at enabling and supporting the IT and emerging technologies market. This is to increase transparency, promote fair competition, and foster the growth and development of the sector, as well as to establish a reference guide for entities operating within the industry.



### Steps to Obtain the Service:

- Choose the service.
- Filling out search inputs.
- Search.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## offshore licensing services



### Service Description:

Field: Information, communications and postal services

It is a service that allows frequency spectrum customers to submit license requests for marine wireless devices such as ship communications and coastal stations. Operating in maritime services, and services for radio amateurs, they are received through the Frequency Spectrum Services Licensing Portal (Maritime Service) through two types of licensing sub-services: These include (issuing - renewing - updating - canceling - transferring ownership) Reporting a loss of a device for offshore licensing.



### Steps to Obtain the Service:

• Purchasing, licensing or repairing wireless devices shall be done through agents approved by the Authority and benefiting from other services provided such as updating - renewing -transfer of ownership of devices) through Mottasl platform.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- National ID Card.
- An electronic ownership document issued by the General Authority for Transport.

- Application number (Communications and Information Technology Equipment Licensing System).
- Device bill.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Assistance device services



### Service Description:

Field: Information, communications and postal services

It is a service that allows customers to license the assistance device: This includes (issuing - renewing - updating - canceling - transferring ownership) reporting the loss of the assistance device.



### Steps to Obtain the Service:

- Logging in through the authority's electronic portal.
- Access electronic services (device services).
- Start service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- For technical specifications issued by the authority and approved, the device must comply with any additional requirements, such as licenses or permits for service provision or use.

- The user of the device shall meet the frequencies.
- No change or modification should be made to the device specifications or characteristics.



Customer services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Amateur radio services



### Service Description:

Field: Information, communications and postal services

It is a service that allows customers to obtain a license for a wireless amateur device. This includes issuing, renewing, updating, canceling, or transferring ownership of the license, as well as reporting a lost wireless amateur device and conducting testing on such a device.



### Steps to Obtain the Service:

- Access through the authority's electronic portal.
- Access electronic services (device services).
- Start service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The device shall comply with technical specifications issued by the authority and be approved, as well as any additional requirements such as service provision licenses or usage permits, if applicable.

- The user of the device shall meet the frequencies.
- No change or modification shall be made to the device specifications.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Registering a private wireless device (Barari)



### Service Description:

Field: Information, communications and postal services

It is a service that allows customers to issue registration for a private wireless device (PBR), report the loss of a PBR device license, update, renew, cancel registration for a private wireless device (PBR), and transfer ownership.



### Steps to Obtain the Service:

- Access through the electronic portal of the authority.
- Access electronic services (device services).
- Start service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The device must comply with the technical specifications issued by the Authority and be approved by it. The device must comply with additional requirements, if any, such as licenses to provide the service or licenses to use.

- The user of the device must meet the frequencies and no change or modification should be made to the device specifications.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Customs clearance services



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

An electronic service provided by the authority that facilitates the evaluation of technically submitted device clearance requests and sends the technical opinion to customs.



### Steps to Obtain the Service:

- Access through the authority's electronic portal.
- Access electronic services (device services).
- Start service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The device shall comply with the technical specifications issued by the Authority and be approved by it.
- The device shall comply with additional requirements, if any, such as licenses

to provide the service or licenses to use.

- The user of the device must meet the frequencies.
- No change or modification should be made to the device specifications.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website







# Request to provide communications services in new development areas

Field: Information, communications and postal services



### Service Description:

This service enables receiving requests to provide telecommunications services in new development areas to collect and analyze the submitted requests and align them with the future plans of service providers.



### Steps to Obtain the Service:

- he service begins through a connected platform.
- Log in through the Unified National Access Service.
- Review coverage maps and ensure there is no coverage.
- Filling out the request form.



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



Customer services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Adopting communication devices and information technologies



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

This service enables all parties, whether inside or outside the Kingdom, to submit a request to approve a device to determine its conformity with the technical specifications issued by the Authority.



### Steps to Obtain the Service:

- Access through the authority's electronic portal.
- Accessing electronic services (device services).
- Start service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Specifications or characteristics of the device should not be changed or altered.
- Paying the financial fee for device certification, if applicable.

- All devices intended for certification must comply with the technical specifications issued by the authority.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Submit an infrastructure report



### Service Description:

Field: Information, communications and postal services

The service allows the beneficiary to submit a report to monitor damage related to communications infrastructure.



### Steps to Obtain the Service:

- Selecting the service through a connected platform.
- Click on the option 'Start the service.'
- Log in through the Unified National Access Service.
- Select the type of report.
- Filling out the report form.Fill out the report form.
- We shall contact the complainant to coordinate and send a field team to find an appropriate solution.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## Complaints and inquiries about Saudi domain names



### Service Description:

Field: Information, communications and postal services

Such service allows the beneficiary to inquire and submit complaints about Saudi domain names.



### Steps to Obtain the Service:

- Start the service.
- Entering complaint details.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Inquiry about a violation



### Service Description:

Field: Information, communications and postal services

It allows the user to inquire about the violations registered against the user and view their details.



### Steps to Obtain the Service:

- Selecting the service through a connected platform.
- Log in through the Unified National Access Service.
- Filling out the inquiry form.
- Viewing the details of the violation.
- The ability to respond to the violation.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## Submit a complaint about exposure to electromagnetic radiation



هيئة الاتصالات والفضاء والتقنية  
Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

Such service allows the beneficiary to file a complaint related to exposure to electromagnetic radiation.



### Steps to Obtain the Service:

- Selecting the service through a connected platform.
- Logging in through the Unified National Access.
- Fill out the complaint form.
- Submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website



## User reports



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Communications, Space &  
Technology Commission



### Service Description:

Field: Information, communications and postal services

This service enables users to submit complaints related to the telecommunications and information technology sector, within the jurisdiction and mandate of the authority.



### Steps to Obtain the Service:

- Choosing the service through a connected platform.
- Filling out the complaint form.
- Submit the report.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- A copy of supporting documents for the filed complaint documenting the violation, such as a photo of the violation, a link to the website containing the violation, and third parties.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website





## Handling complaints in the communications and information technology sector



### Service Description:

Field: Information, communications and postal services

The service allows the beneficiary to escalate the complaint to the Authority if the complaint is suspended by the service provider without being addressed or if 5 days have passed and it has not been resolved.



### Steps to Obtain the Service:

- Selecting the service through a connected platform.
- Logging in through the Unified National Access.
- Filling out the complaint form.
- Submitting the complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- A copy of supporting documents for the complaint, such as invoices, service contracts, payment notifications, and others.



Customer  
services:

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

Channels  
Service Delivery:

Website







## Inquiry about Internet performance



### Service Description

Field: Information, communications and postal services

**Measure:** It is one of the services for measuring the quality of the Internet experience with the aim of providing Internet users in the Kingdom of Saudi Arabia with reliable and accurate data about the fixed and mobile Internet services provided to them.



### Steps to Obtain the Service:

- Start the service.
- Register.
- Get the service



### Service fees and conditions:

**Service fees:**

- No Fees.

**Terms of Service:**

- No terms.



**Customer services:**

Website: [www.cst.gov.sa](http://www.cst.gov.sa)  
Phone Number: 19966

E-mail: [info@cst.gov.sa](mailto:info@cst.gov.sa)  
Response Hours: 07:30 AM - 03:30 PM

**Channels Service Delivery:**

Website



# Board of Grievances

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# لجنة المظالم

**The Board of Grievances**

## Inquiry about the status of a lawsuit



The Board of Grievances



### Service Description:

Field: Legal Affairs

Such service allows external users registered on the (Maeen) platform to inquire about the status of the lawsuit.



### Steps to Obtain the Service:

- Visit the Electronic Portal.
- Choose (Judicial Services).
- Log in as a user on the Maeen system.
- Choose the service to inquire about the status of the license.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Deposit and exchange memorandums



The Board of Grievances



### Service Description:

Field: Legal Affairs

Such service allows the parties to the lawsuit and its representatives to deposit and exchange memorandums in the lawsuits pending before the courts of the Board of Administrative Grievances.



### Steps to Obtain the Service:

- Visit the Electronic Portal.
- Choose (Judicial Services).
- The unified entry to the Board of Grievances through registration via the Unified National Access.
- Choose the service (deposit and exchange notes) from the list of services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Detailed inquiry about the case



### Service Description:

Field: Legal Affairs

Such service allows users outside the (Maeen) platform whose data is documented through integration with the (Absher) system, the ability to inquire about some information such as (knowing the parties to the lawsuit, and the procedures that were taken in the lawsuit).



### Steps to Obtain the Service:

- Visit the Electronic Portal of the Board of Grievances.
- Log in
- Choose judicial services
- Choose the service
- Enter the case number, year, and court



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Electronic judicial sessions



Field: Legal Affairs



### Service Description:

The service allows the parties to the case and their representatives to attend judicial sessions in the Courts of the Board of Administrative Grievances remotely and without the need to be present.



### Steps to Obtain the Service:

- Enter the main link for the (Maeen) system.
- Choose judicial services
- Unified access to the Board of Grievances by registering through the unified national access
- Enter the verification code sent to the mobile phone registered in the system.
- When the registration process is successful, the services will appear for you,

choose from them the judicial hearings service.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Unified access to the Board of Grievances by registering through the unified national access
- Enter the verification code sent to the mobile phone registered in the

system.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Access to provisions/decisions



The Board of Grievances



### Service Description:

Field: Legal Affairs

Such service allows external users registered on the (Maen) platform and whose data is documented through integration with the (Absher) system, the ability to view and print judgments without the need to visit the court.



### Steps to Obtain the Service:

- Enter the link (maen) in the electronic portal of the Board of Grievances.
- Choose judicial services.
- Log in as a user on the (Maen) system.
- Choose the service to view the provisions.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The unified entry to the Board of Grievances through registration via the Unified National Access.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal





## Appeal request



### Service Description:

Field: Legal Affairs

The service allows external users registered on the (Maeen) platform and whose data is documented through integration with the (Absher) system, the ability to submit an appeal request without the need to review the court.



### Steps to Obtain the Service:

- Enter the link (maeen) in the electronic portal of the Board of Grievances.
- Choose judicial services.
- Log in as a user on the (Maeen) system.
- Choose the service (request an appeal) from the list of services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Submit a claim



### Service Description:

Field: Legal Affairs

The service allows an applicant for a lawsuit to submit the application electronically.



### Steps to Obtain the Service:

- Enter the Maeen system link in the Diwan's electronic portal.
- Choose (Judicial Services).
- Log in as a user in the (maeen) system.
- Choose the service (submitting a claim) from the list of services.
- Start using the service according to the nature of the case.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- An official national ID for the applicant, and registration in the (Absher) system.
- An activated account in the unified functional system.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Proof of attendance



### Service Description:

Field: Legal Affairs

The service allows the parties to the case and their representatives to obtain evidence of attendance at the judicial session electronically.



### Steps to Obtain the Service:

- Enter the link (maeen) in the electronic portal of the Board of Grievances.
- Choose judicial services.
- Log in as a user on the (Maeen) system.
- Choose the service (evidence of attendance at judicial sessions) from the list of services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## My own Lawsuits



The Board of Grievances



### Service Description:

Field: Legal Affairs

Such service allows the parties to the lawsuit and its representatives to view the data and details of all lawsuits.



### Steps to Obtain the Service:

- Enter the (Ma'een) system.
- Choose judicial services.
- Choose the service (My cases) from the list of services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## My own appointments



The Board of Grievances



### Service Description:

Field: Legal Affairs

The service allows the parties to the lawsuit and its representatives to view the dates and locations of all lawsuits.



### Steps to Obtain the Service:

- Enter the (Ma'een) system.
- Choose judicial services.
- Choose the service (My Appointments) from the list of services.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No terms.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

The entity's electronic  
portal



## Service of requesting a meeting with His Excellency the President



### Service Description

Field: Legal Affairs

Such service allows requesting a meeting with His Excellency the President of the Board of Grievances in person.



### Steps to Obtain the Service:

- Access the website of the Board of Grievances.
- Choose the service (request a meeting with His Excellency the President).
- Unified access to the Board of Grievances by registering through the unified national access.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Unified access to the Board of Grievances by registering through the unified national access



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## Contact the head of the Board of Grievances service



### Service Description:

Field: Legal Affairs

Such service allows communication with the head of the Board of Grievances personally in the event of a request, complaint or suggestion, and it will be dealt with seriously and confidentially.



### Steps to Obtain the Service:

- Access the website of the Board of Grievances.
- Choose the service (contact the head of the Board of Grievances).
- Enter your ID and residence number and the required information.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Log in with your ID or residency number.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## (Khabir) platform for collaborative training



The Board of Grievances



### Service Description:

Field: Legal Affairs

The service allows training a number of male and female students from Saudi universities in the Board of Grievances.



### Steps to Obtain the Service:

- Enter the website of the Office of Grievances.
- Click on the khabir digital platform
- Register a new trainee through the unified admission portal.
- Enter your ID or residence number and password.
- Complete the data filling in order to activate the khabir platform.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The male or female student shall adhere to the training plan, tasks and duties assigned to him or her by the court or administration.
- The student shall be committed to maintain the confidentiality of the information provided by the Board of Grievances.

- The male or female student shall have no right to leave the training place without the approval of the training supervisor.
- Attach a letter requesting training from the university addressed to the Board of Grievances, indicating the specialization and number of training hours.



Customer services:

Website: [www.bog.gov.sa](http://www.bog.gov.sa)  
Phone Number: 920000553

E-mail: [info@bog.gov.sa](mailto:info@bog.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal





## Saudi central bank

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البنك المركزي السعودي  
SAMA  
Saudi Central Bank



## Financial stability report



### Service Description:

Field: Management and Entrepreneurship

An electronic service provided by the Central Bank of Saudi Arabia that displays an annual report analyzing and evaluating financial risks in the Kingdom.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Choose economic reports and statistics.
- Choose (Financial Stability Report).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## Daily currency Prices



### Service Description:

Field: Management and Entrepreneurship

An electronic service provided by the Central Bank of Saudi Arabia to know daily currency Prices.



### Steps to Obtain the Service:

- Visit the Electronic Portal of Saudi Central Bank.
- Enter the service link.
- View prices.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## Providing government development bonds



### Service Description:

Field: Management and Entrepreneurship

It is a service provided by the Central Bank of Saudi Arabia that enables the provision of government development bonds, which are the main securities and qualifiers for repurchase agreements.



### Steps to Obtain the Service:

- Visit the Central Bank of Saudi Arabia website.
- Choose from the list above (exchange rate and financing).
- Choose (variable return bonds).
- A list of bonds will appear.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## Make payments via SADAD system



### Service Description:

Field: Management and Entrepreneurship

The service allows the beneficiary to make payments through the SADAD Payments System, one of the systems of the Central Bank of Saudi Arabia. It is a central system for displaying and paying bills, zakat, taxes, government service fees, fines, violations, water and electricity bills, and other payments electronically in the Kingdom of Saudi Arabia, as its primary mission is to facilitate and accelerate the process of paying bills and payments. The other is through all banking channels in the Kingdom (bank branches, automated teller machines, telephone banking, and Internet banking).



### Steps to Obtain the Service:

- Click on the service link.
- Get the biller list of the service provider.
- Log in to the bank account.
- Pay your bills using the postpaid number.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- The beneficiary must have a bank account



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## Reviewing regulations, instructions and circulars



### Service Description:

Field: Management and Entrepreneurship

An electronic service provided by the Central Bank of Saudi Arabia that enables users to review circulars, regulations, instructions, regulations and rules for (customer protection, finance, and banks).



### Steps to Obtain the Service:

- Enter the website of the Central Bank of Saudi Arabia.
- Choose censorship.
- Choose regulations, instructions and circulars.
- Choose customer protection circulars.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal



## IBAN verification



### Service Description:

Field: Management and Entrepreneurship

An electronic service provided by the Central Bank that enables the beneficiary to verify the authenticity of the IBAN.



### Steps to Obtain the Service:

- Visit the Central Bank of Saudi Arabia website.
- Enter the IBAN number.
- Click on (Verify) to verify the validity.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer  
services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

E-portal





## Annual GDP growth rate



### Service Description:

Field: Management and Entrepreneurship

An electronic service provided by the Central Bank of Saudi Arabia is a page that displays the annual growth rate of the Kingdom's GDP.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Choose economic reports and statistics.
- Click on (GDP)



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



### Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

### Channels Service Delivery:

Central Bank website



## Vehicle leasing complaints



### Service Description

Field: Management and Entrepreneurship

File a complaint regarding financial leasing of vehicles.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Al Dahra Services menu at the top of the home page.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
- Choose Finance Complaints and click on it.
- The website will take you to the SAMA portal. Please register the required data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Medical insurance complaints



### Service Description:

Field: Management and Entrepreneurship

File a complaint regarding medical insurance



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Al Dahra Services menu at the top of the home page.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
- Choose insurance complaints and click on it.
- The website will take you to the SAMA portal. Please register the required data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Commercial account complaints - bank transfers - currencies



### Service Description:

Field: Management and Entrepreneurship

Commercial account complaints - bank transfers - currencies.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Services menu which is appear at the top of the Dashboard.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
- Select Bank Complaints and click on it.
- The website will move you to the SAMA portal. Please register the required data .
- After completing the login, please submit a complaint. After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Personal loan complaints



### Service Description:

Field: Management and Entrepreneurship

File a complaint about a personal loan



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Al Dahra Services menu at the top of the home page.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
- Choose Bank/ Finance complaints and click on it. The website will take you to the SAMA portal. Please register the required data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Personal accident insurance complaints - vehicles against third parties - comprehensive



### Service Description:

Field: Management and Entrepreneurship

File a complaint about personal accident insurance - against third parties - comprehensive.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
  - Click on the Services menu which is appear at the top of the Dashboard.
  - Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
  - Choose insurance complaints and click on it.
  - The website will take you to the SAMA portal. Please register the required data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Liability insurance complaints - property - transportation



### Service Description:

Field: Management and Entrepreneurship

File an insurance complaint.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Services menu which is appear at the top of the Dashboard.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).
- Choose insurance complaints and click on it.
- The website will move you to the SAMA portal. Please register the required

- data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



## Bank complaints



### Service Description:

Field: Management and Entrepreneurship

File a complaint against ATM operations or point of sale operations.



### Steps to Obtain the Service:

- Visit the website of the Central Bank of Saudi Arabia.
- Click on the Services menu which is appear at the top of the Dashboard.
- Choose "Complaints" from the list of services. A new page will appear that contains the various complaints in list (B).

- Choose Bank complaints and click on it.
- The website will move you to the SAMA portal. Please register the required data.
- After completing the login, please submit a complaint.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website





## Compensation for damaged cash



### Service Description:

Field: Management and Entrepreneurship

Replace washed or torn banknotes.



### Steps to Obtain the Service:

- Visit a bank branch.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Visit a branch of the  
Central Bank



## Currency conversion service and international currency rates



Field: Management and Entrepreneurship



### Service Description:

An electronic service provided by the Central Bank of Saudi Arabia to know daily currency rates.



### Steps to Obtain the Service:

- Enter the currency service link ([sam.gov.sa](http://sam.gov.sa)).
- View prices.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- No tems.



Customer services:

Website: [www.sama.gov.sa](http://www.sama.gov.sa)  
Phone Number: +966114633000

E-mail: [info@sama.gov.sa](mailto:info@sama.gov.sa)  
Response Hours: 07:30 AM - 02:30 PM

Channels  
Service Delivery:

Central Bank website



# Capital Market Authority

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هيئة السوق المالية  
Capital Market Authority



# Amendment Applied to the Terms and Conditions of a Private Placement Investment Fund



## Service Description:

Field: Management & Entrepreneurship

This service allows the modification of the terms and conditions of the investment fund that is being offered privately.



## Steps to Obtain the Service:

- Log into the system as a licensed person.
- Click on (Record List) that appears at the top of Home screen.
- Click on the details of your investment fund.
- Click on the box number to which the amendment request is to be submitted.
- Click on the icon (Edit Fund Data).
- Answer the question: Does the change require the consent of parties other

- than the fund manager? By using either (Yes or No), acknowledging that the proposed change does not contradict with the Investment Funds Regulations , other executive regulations, and any other applicable regulations in the kingdom of Saudi Arabia, then enter the subject of the notice.
- Click on (Submit Application).



## Service fees and conditions:

### Service fees:

- No Fees.

### Terms of Service:

- No terms.



Customer services:

Website: [www.cma.org.sa](http://www.cma.org.sa)  
Phone Number: 8002451111

E-mail: [info@cma.org.sa](mailto:info@cma.org.sa)  
Response Hours: 08:00 AM - 04:00 PM

Channels  
Service Delivery:

E- portal



## Closure of the Offering Period related to the Private Placement Fund



### Service Description:

Field: Management & Entrepreneurship

This service provides institutional investors and large individual investors with the opportunity to cover the private placement period of an investment fund that is being offered electronically.



### Steps to Obtain the Service:

- Log into the e-service, log in using your username and password.
- Go to the records page, and then click on (Private investment fund details).
- Select the fund to be closed, and then click on (Request to close the investment fund offering period).
- Enter the closing information of the fund offering period, and then subscriber details, after that click on (Submit to the Capital Market Authority).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Receipt of the closing notice related to the private placement period.
- Ensure that all requirements are compatible with the Investment Funds Regulation (Form No. 14 Private Placement requirements list).

- Sign the checklist to close the private placement period.



Customer services:

Website: [www.cma.org.sa](http://www.cma.org.sa)  
Phone Number: 8002451111

E-mail: [info@cma.org.sa](mailto:info@cma.org.sa)  
Response Hours: 08:00 AM - 04:00 PM

Channels  
Service Delivery:

E- portal



## Termination of a Private Placement Investment Fund



### Service Description:

Field: Management & Entrepreneurship

The service enables the termination of a privately offered investment fund.



### Steps to Obtain the Service:

- Log into the system as a licensed person.
- Click on the records list appearing at the top of the page.
- Click on Private Investment Fund Details.
- Click on the box number on which you want to submit the termination Application.
- Click on (Request for termination or liquidation of an Investment Fund) to start the procedures.
- Choose the category either (Termination) or (Termination and Liquidation), in case of

- (Termination), kindly insert the reasons for termination and then click on (Submit to the Capital Market Authority).
- In case of (Termination and Liquidation), kindly insert the following: the date of the investment amounts distribution to the unitholders (both Gregorian and Hijri), in addition to the percent Return on Investment (ROI), the reason for termination and liquidation, then upload the termination and liquidation file - if any -, then click on (Submit to the Capital Market Authority).



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Receipt of the Termination Notice of a privately offered investment fund.
- Access to the system for the licensed individual.



Customer services:

Website: [www.cma.org.sa](http://www.cma.org.sa)  
Phone Number: 8002451111

E-mail: [info@cma.org.sa](mailto:info@cma.org.sa)  
Response Hours: 08:00 AM - 04:00 PM

Channels  
Service Delivery:

E- portal





## Extension of a Private Placement Investment Fund Term



### Service Description:

Field: Management & Entrepreneurship

The service offers the opportunity to extend the term of an investment fund whose units are privately offered, after being returned by the Capital Market Authority for the purpose of correction and amendment.



### Steps to Obtain the Service:

- Log into the e-service, log in using your username and password.
- Go to the tasks page, then click on the data of the fund to be amended which was returned by the Capital Market Authority.
- Insert the fund's data, including the duration of the fund.
- Click (Submit) to send the application back to the Capital Market Authority.



### Service fees and conditions:

#### Service fees:

- No Fees.

#### Terms of Service:

- Receipt of an extension notice for the investment fund whose units are privately offered, submitted by the fund manager in addition to all documents required for the application.



Customer services:

Website: [www.cma.org.sa](http://www.cma.org.sa)  
Phone Number: 8002451111

E-mail: [info@cma.org.sa](mailto:info@cma.org.sa)  
Response Hours: 08:00 AM - 04:00 PM

Channels  
Service Delivery:

E- portal





الموارد البشرية  
والتنمية الاجتماعية



