

Q: May the employer withhold the passport of the employee?

A: In accordance with Article (6) of the Implementing Regulations of the Saudi Labor Law, the employer may not withhold the passport, residence, or medical insurance card of the non-Saudi workers.

Q: Can users access the list of his previous transactions or transactions in the portal?

A: Yes, the portal and its affiliated systems enable the beneficiary to access a list of his previous operations or transactions in the portal, and this has been clarified through the general guide to the platforms.

Q: Can companies modify their private data online?

A: Yes, the portal and its affiliated systems enable the user to modify their private data via the Internet, and this has been clarified through the general guide to the platforms.

Q: Does the portal and its affiliated systems enable the user to modify his data?

A: Yes, the portal and its affiliated systems enable the beneficiary to modify his data, and this has been clarified through the general guide to the platforms.

Q: Can the portal and its affiliated systems enable the user to customize the services and add the preferred services on the user's page?

A: Yes, the portal and its affiliated systems enable the beneficiary to customize the services and add the preferred services on the user's page. This has been clarified through the general guide to the platforms.

Q: What is the importance of the Application of the Ministry of Human Resources and Social Development for individuals?

A: Access to services.

- Human resources and social development services at your fingertips.
- User-centered experience.
- Show the services related to the beneficiary.
- Follow up on your requests.
- View your order details and get notifications of the latest updates.
- Contact the ministry.
- Express your thoughts.
- Contact us so that we can help you with domestic violence reports and the call center.

- Check your data in one place.
- Digital identity verification in integration with the national unified sign-on.
- View your personal data and employment history.
- Get access to your digital cards, which are available for the first time for people with special needs, to benefit from traffic facilities, travel discounts, and priority at health centers.
- Inclusivity.
- Meeting the needs of all beneficiaries in line with different age groups and people with special needs.

Q: Is there feedback provided in the user interface if an error occurs?

A: Yes, the portal and its affiliated systems provide feedback directed towards the required action in the user interface in the event of any error, and this has been clarified through the general guide for platforms.

Q: Is it possible to save a transaction for a specific service initiated through the portal and access it later?

A: Yes, the portal and its affiliated systems enable the beneficiary to save a transaction for a specific service that was initiated through the portal and to access it later. This has been clarified through the general guide to the platforms.

Q: Can the portal and its affiliated systems enable the legal user (companies) to modify their data?

A: Yes, the portal and its affiliated systems enable the beneficiary to modify his data, and this has been clarified through the general guide to the platforms.

Q: Do the portal and its affiliated systems enable the user to access personal data?

A: Yes, the portal and its affiliated systems enable the beneficiary to access personal data, and this has been clarified through the general guide to the platforms.

Q: What are the technologies used?

A: User interface.

- Modern design of user interfaces, which is consistent with the identity and logo of the Ministry, which provides an easy, clear and direct user journey.

Help Center.

- A multi-technology help center, whether through instant communication or raising and following up requests.

Customization of services.

- Customize the interface and services in accordance with user behavior, to ensure a rich and effective experience.

Q: 2. May the non- Saudi worker's employment contract be non-fixed term?

A: The non- Saudi employment contract shall be fixed and in writing. If the term is not specified in the contract, the term of the work permit shall be deemed the term of the contract.

Q: 1. How is the worker compensated for injury in the cases of temporary and permanent disability?

A: In the case of temporary disability arising from a work injury, the injured party shall be entitled to financial aid equal to his full wage for 60 days, then 75% of the wage for the entire duration of the worker's treatment. If one year elapses, or it is medically determined that the injured party's chances of recovery are improbable or that the worker is not physically fit to work, the worker's injury shall be deemed a total disability. In such case, the contract shall be terminated and the worker shall be compensated for the injury. The employer shall not be entitled to recover payments made to the injured worker during that year. \nIf an injury results in a total permanent disability or the death of the injured person, the injured person or his/her eligible beneficiaries shall be entitled to a compensation equal to the injured person's wages for three years, with a minimum of 54,000 riyals. If the injury results in a partial permanent disability, the injured person shall be entitled to a compensation equal to the percentage of the estimated disability in accordance with the approved Disability Percentage Guide schedule multiplied by the amount of compensation for total permanent disability.

Q: 5. How can I lodge a complaint against an employee at the labor office? What to do if the direct manager does not provide the statement?

A: The customer shall refer to the labor office, at which the employee works, and file the complaint to the direct manager. Thus, the customer can follow the complaint and be notified. If the direct manager does not provide the statement, the customer shall refer to the Ministry of Human Resources and Social Development and submit a written statement about the issue, as well as an acknowledgment of information validity, attached with their full data.

Q: 3. What are the documents required for filing the labor claim electronically?

A: Visit Wadi platform provided by the Ministry of Human Resources and Social Development via the following link: <https://www.mol.gov.sa/securessl/login.aspx>
Attach the employment contract, if any, or the evidence the labor relationships.
Documents required by the type of dispute.
The complainant's identity and capacity. In the event that the applicant is an agent, the power of attorney shall be attached, provided that it stipulates that the applicant is entitled to reconcile, acquit and waive.

Q: 1. What is the type of complaints that may be lodged by the employee against the employer?

A: The types of the complaints include
Delay of salaries
Assigning a work other than the work agreed upon in the contract signed by both parties.
Mistreatment
Lack of housing for the employee (If the employment contract does not provide for it, or the establishment is not the labor hire companies, the housing shall not be included in the agreed upon allowances.)
Violation of any provisions of the contract.

Q: 24. Are the working hours of the non- Muslim worker more than the Muslim worker in Ramadan?

A: A worker may not actually work for more than eight hours a day if the employer uses the daily work criterion, or more than forty-eight hours a week if the employer uses the weekly criterion. During the month of Ramadan, the actual working hours for Muslims shall be reduced to a maximum of six hours a day or thirty-six hours a week. Article (98)

Q: 1. Term of the Saudi Worker' Employment Contract,

A: A fixed-term employment contract shall be terminated upon expiration of its term. If both parties continue to implement it, the contract shall be deemed to have been renewed for a non-fixed period of time, subject to the provisions of Article 37 of this Law for non-Saudi workers.
If a fixed-term contract contains a clause providing for its renewal for a similar term or a specified term, the contract shall be renewed for the agreed upon period. If the contract is renewed for three consecutive terms, or if the original contract term and the renewal period amount to four years, whichever is less, and the parties continue to implement it, the contract shall become a non-fixed term contract.

Q: 1. What to do if the worker causes any damage?

A: In accordance with Article (91) of the Saudi Labor Law:\n1- If a worker, as a result of his own fault or the worker's violation of the employer's instructions and not as a result of a third party's fault or a force majeure, causes loss, damage, or destruction to machinery or products owned by the employer while in the worker's custody, the employer may deduct from the worker's wage the amount necessary for repair or restoration to the original condition, provided that such deductions do not exceed an amount equivalent to five-day wage per month. The employer may file a grievance, if necessary, demanding more deductions if the worker has other properties, from which collections may be made. The worker may file a grievance with the Commission for the Settlement of Labor Disputes regarding the allegations attributed to the worker or the employer's estimation of the damages. If the Commission for the Settlement of Labor Disputes rules that the employer is not entitled to claim such deductions or if it awards the employer a lower amount, the employer shall return to the worker the amounts unjustifiably deducted, within seven days from the date of the award.\n2-Either party shall file its grievance within 15 working days; otherwise, their right to do so shall be forfeited. For the employer, the date of filing the grievance shall be as of the date the incident is discovered, while for the worker, it shall be as of the date of being notified of the same by the employer.\n\nNo amount shall be deducted from a worker's wages against private rights without the worker's written consent, except in the following cases:\n\n1. Refund of loans extended by the employer, provided that such deductions do not exceed 10% of the worker's wage.\n2. Social insurance or any other contributions due from workers as provided for by law.\n3. Worker's contributions to thrift funds or loans due to such funds.\n4. Installments of any scheme undertaken by the employer involving home ownership programs or any other privilege.\n5. Fines imposed on the worker due to the violations the worker commits, as well as deductions made for damage the worker causes.\n6. Any debt collected in implementation of a judicial judgment, provided that the monthly deduction shall not exceed one quarter of the worker's wage, unless the judgment provides otherwise.\n\nFirst to be collected is alimony, followed by food, clothing and accommodation debts, before other debts.\n\nIn all cases, deductions made may not exceed half the worker's due wage, unless the Commission for the Settlement of Labor Disputes determines that further deductions can be made or that the worker is in need of more than half of the worker's wage. In the latter case, the worker may not be given more than three quarters of the worker's wage.

Q: 1. How can I follow the complaint and what are the required documents?

A: The customer shall follow up with the Complaints Office at the Ministry of Human Resources and Social Development through the call center, or go in person to the Ministry and show the number of the lodged complaint to ensure its validity and follow-up through the Ministry of Human Resources. Then, the customer will be contacted for information. For following the complaint, the

customer shall show the following:\n\nCivil registry No.\n Establishment No.\nTelephone number\nThe number of the complaint lodged with the labor office

Q: 2. How may the domestic worker lodge a complaint with the labor office?

A: A complaint can be lodged with the labor office by visiting (Musaned) platform for domestic workers via the following link: \n<https://musaned.com.sa/home>

Q: 25. May the employees be obliged to work within Eid Al-Fitr holiday?

A: If the employee is not granted Eid Al-Fitr holiday, a fine of (SR. 5,000) shall be paid per each employee deprived of the holiday. Article (50) of the Schedule of Violations

Q: 24. Are the working hours of the non- Muslim worker more than the Muslim worker in Ramadan?

A: A worker may not actually work for more than eight hours a day if the employer uses the daily work criterion, or more than forty-eight hours a week if the employer uses the weekly criterion. During the month of Ramadan, the actual working hours for Muslims shall be reduced to a maximum of six hours a day or thirty-six hours a week. Article (98)

Q: 22. How is the overtime wage counted?

A: Each overtime hour equals to a working hour of the actual salary plus 50% of the basic salary.

Q: 20. Are the rest periods counted within the working hours?

A: Working hours and rest periods during the day shall be scheduled. No worker shall work for more than five consecutive hours without a break of no less than thirty minutes each time during the total working hours for rest, prayer and meals, provided that a worker does not remain at the workplace for more than 12 hours a day. The periods designated for rest, prayers and meals shall not be counted at the actual working hours. During such periods, the worker shall not be under the employer's authority. The employer shall not require the worker to remain at the workplace during such breaks. The Minister may specify, pursuant to a decision by him, the cases and jobs where work shall continue without breaks, for technical reasons or operational conditions. In such cases

and jobs, the employer shall allow prayer, meals and rest periods to be scheduled during working hours by the management of the firm.

Q: 18. May the transportation allowance be deducted from the salary of the annual leave?

A: The transportation allowance may not be deducted from the employee's salary when enjoying their annual leave. The salary of the leave shall be paid in advance.

Q: 16. What are the worker's rights to leave for exam?

A: If an employer approves a worker's enrollment or continuance in an educational institution, the worker shall have the right to a full-paid leave to sit for an examination for an unrepeat year, the duration of which shall be based on the actual number of examination days. If the examination is for a repeat year, the worker shall have the right to a leave without pay based on the number of actual examination days. Without prejudice to the employer's right to disciplinary action, the worker shall be denied the wage if it is established that the worker did not sit for the examination.

Q: 14. What is the number of leave days due to the worker in the case of childbirth?

A: The worker shall be entitled to a three-day paid leave in the case of childbirth.

Q: 12. My annual leaves coincide with the official holidays (whether Foundation Day or the National Day).,

A: In such case, the compensation shall be specific. If the official holiday falls on Saturday, it is compensated for by the following Sunday, and if it falls on Friday, it is compensated for by the Thursday before it. Otherwise, the employee is not entitled to compensation for the leave if it coincides with another official holiday.

Q: 21. What are the maximum overtime hours allowed per year?

A: The overtime hours may not exceed 720 hours per year; however, they may be increased by the consent of the worker.

Q: 19. How many working hours are?

A: A worker may not actually work for more than eight hours a day if the employer uses the daily work criterion, or more than forty-eight hours a week if the employer uses the weekly criterion. During the month of Ramadan, the actual working hours for Muslims shall be reduced to a maximum of six hours a day or thirty-six hours a week. \n\nThe number of the working hours may be raised to nine hours a day for certain categories of workers or in certain industries and jobs where the worker does not work continuously. It may likewise be reduced to seven hours a day for certain categories of workers or in certain hazardous or harmful industries or jobs. Categories of workers, industries and jobs referred to shall be determined pursuant to a decision by the Minister.\n\nThe actual working hours for security guards and janitors shall be 12 hours per day, and reduced to 10 hours within Ramadan, so as the weekly working hours may neither exceed 48 hours in normal months, nor 36 hours in Ramadan for Muslim workers. In such case, any additional hours shall be calculated as overtime. \n\nThe periods designated for rest, prayers and meals shall not be counted at the actual working hours. During such periods, the worker shall not be under the employer's authority. The employer shall not require the worker to remain at the workplace during such breaks.

Q: 17. What are the number of leave days in case of death, Allah forbids?

A: In accordance with Article (113) of the Saudi Labor Law, a worker shall be entitled to a five-day leave with full pay in the event of the death of a spouse or an ascendant or descendant. Ascendants are fathers and grandfathers, while descendants are sons, daughters and grandchildren. In all cases, the employer shall have the right to request supporting documents. \n\nIn accordance with Article (160) of the Saudi Labor Law, the female workers are entitled to the following:\n\n1- A Muslim female worker, whose husband dies, shall be entitled to full-paid 'iddah leave' for a period of not less than four months and 10 days starting from date of death. If the female worker is pregnant, such leave may be extended without pay until her delivery. She may not, following childbirth, use the remainder of the leave granted to her under this Law.\n\n2-A non-Muslim female worker, whose husband dies, shall be entitled to a fifteen-day leave with full pay.\n\nIn all cases, a female worker, whose husband dies, may not work for others during the leave period.\n\nThe employer shall have the right to request supporting documents in the abovementioned cases.

Q: 15. What is the number of leave days due to the worker in the case of marriage?

A: In accordance with Article (113), a worker shall be entitled to a five-day leave with full pay in the event of marriage.

Q: 13. How is the overlap of the leaves calculated?

A: In the event that the occasions and Eid days overlap with the following:
Weekly Rest Day: The worker shall be compensated for the same exact number of days before or after those leaves.
Annual Leave: It shall be extended for the same exact number of Eid days.
Sick Leave: The worker shall be entitled to a full pay for the leaves days without considering the due wage for the sick leave.
If the National Day or the Foundation Day coincide with the holidays of any Eid, the worker shall not be compensated for such day.

Q: 11. What are the employer's duties regarding the leaves?

A: The employer shall specify the date of annual leaves. The employer shall notify the worker of the date of the worker's leave before sufficient time of not less than 30 days. Article (109)
An employer may postpone, for a period not exceeding 90 days, the worker's leave after the end of the year it is due if required by work conditions. If work conditions require extension of the postponement, the worker's consent must be obtained in writing. Such postponement shall not exceed the end of the year following the year the leave is due. Article (110)
The employer may require the worker to submit documents supporting the leave application in cases of delivery, death or marriage, as well as proof of having taken the examination. Article (113) and Article (115)
A worker may not work for another employer, while enjoying any of the leaves provided for in this Chapter. If the employer proves that the worker has violated this provision, the employer may deprive the worker of his/her wages for the duration of the leave or recover any wages previously paid to him.

Q: 10. What are the worker's rights in the sick leave?

A: The worker, proving his sickness, is entitled to sick leaves per annum, including a full pay leave for the first thirty days, three quarters of the wage for the next sixty days, and unpaid leave for the following thirty days, whether consecutive or intermittent. A year means: The year starting as of the date of the first sick leave.
In the case of temporary disability arising from a work injury, the injured party shall be entitled to financial aid equal to their full wage for 60 days, then 75% of the wage for the entire duration of the treatment. If one year elapses, or it is medically determined that the injured party's chances of recovery are improbable or that he is not physically fit to work, worker's injury shall be deemed a total disability. In such case, the contract shall be terminated and the worker shall be compensated for the injury. The employer shall not be entitled to recover payments made to the injured worker during that year.

Q: 8. What are the official holidays for workers?

A: \n\nFour days for Eid Al-Fitr \Festival of Breaking the Fast\, starting as of the day following 29th day of Ramadan, as per Um Al-Qura calendar.\nFour days for Eid Al-Adha \Festival of the Sacrifice, starting as of the Day of Arafat.\nOne day for the Saudi National Day (on the first day of Libra Horoscope), as per Um Al-Qura calendar. If these leaves coincide with the weekly rest, the worker shall be compensated with equivalent days before or after such leaves. However, if any of both Eid days coincide with Saudi National Day, the worker may not take an equivalent day off.\nOne day for the Foundation Day that falls on 22nd February of each year.

Q: 6. When shall the employment contract be terminated?

A: If the contract is of a non-fixed term, either party may terminate it for a valid reason to be specified in a written notice served to the other party prior to the termination date as specified in the contract, provided that such period is not less than 60 days if the worker's wage is paid monthly, and not less than 30 days for non-monthly wages.\nIf notice is made by the employer, the worker shall be entitled to a paid leave of absence of a full day or eight hours per week, to seek other employment. The worker shall be entitled to determine the time of the leave of absence, provided that the employer is notified at least one day in advance. The employer may relieve the worker from attending work during the notice period without affecting the worker's term of employment or entitlements for such period.\nThe worker may leave his job without notice and without prejudice to all of their statutory rights in certain cases. (In accordance with Article (81) of the Saudi Labor Law)\nEmployer may not terminate the contract without giving the worker an award, advance notice or indemnity. Article (80)\nAn employer may not terminate the worker's employment due to illness prior to availing him of the period designated for sick leave as provided for in Article (117) of this Law. The worker is entitled to request that his/her sick leave be combined with the annual leave.

Q: 4. When is the employment contract renewed?

A: A fixed-term employment contract shall be terminated upon expiration of its term. If the two parties continue to implement it, the contract shall be deemed to have been renewed for a non-fixed period of time, subject to the provisions of Article 37 of this Law for non-Saudi workers.\nIf a fixed-term contract contains a clause providing for its renewal for a similar term or a specified term, the contract shall be renewed for the agreed upon period. If the contract is renewed for three consecutive terms, or if the original contract term and the renewal period of four years, whichever is less, and the parties continue to implement it, the contract shall become a non-fixed term contract.

Q: 2. What shall be included in the contract?

A: The Ministry shall create a unified form of employment contract, which shall primarily include\n\nthe name and place of the employer\nthe name and nationality of the worker, proof of identity,\nplace of residence,\nagreed upon wage, including benefits and allowances,\n nature and location of work,\n date of employment,\n and duration of the contract if fixed.

Q: 7. Is the female worker entitled to the maternity leave in case of miscarriage, Allah forbids?

A: Article (151) of the Saudi Labor Law expressly stipulates that the female worker is entitled to the maternity leave only in the case of delivery. The Law never provides for granting such leave to the female worker in the case of miscarriage. Therefore, such leave may not be granted for other purposes. The miscarriage may be deemed sick leave, as legally prescribed.

Q: 9. What are the conditions and requirements for the worker's leaves?

A: A worker shall be entitled to a prepaid annual leave of not less than 21 days, to be increased to a period of not less than 30 days if the worker spends five consecutive years in the service of the employer.\nA worker shall enjoy his/her leave in the year it is due. The worker may not forgo it or receive cash in lieu during his/her period of service. The employer may set the dates of such leaves according to work requirements or may grant them in rotation to ensure the smooth progress of work. The employer shall notify the worker of the date of his/her leave in sufficient time of not less than 30 days. Article (109)\nA worker shall be entitled to a wage for the accrued days of the leave if the worker leaves the work without using such leave. This applies to the period of work for which he has not used his leave. The worker is also entitled to a leave pay for the parts of the year in proportion to the part the worker spent at work. Article (111)\nEach worker shall be entitled to full-pay leave on Eid days and specified occasions.\nA worker may obtain, subject to the employer's approval, an unpaid leave for a duration to be agreed upon by the two parties. \n\nThe employment contract shall be deemed suspended for the duration of the leave in excess of 20 days, unless both parties agree otherwise. \n\nA worker may not work for another employer, while enjoying any of the leaves.

Q: 7. When does the employment contract expire?

A: If both parties agree to terminate it, provided that the worker's consent is in writing.\nIf the term specified in the contract expires, without having the contract been explicitly renewed in accordance with the provisions of this Law, the contract shall remain valid until the expiry of its

term.\nAt the discretion of either party in the non- fixed term contracts, as stated in Article 75 of this Law.\nWhen the worker reaches the age of retirement in accordance with the provisions of the Social Insurance Law unless the parties agree on continuing work after this age.\nForce majeure.\nPermanent closure of the firm.\nTermination of the line of business for which the worker is employed, unless agreed otherwise.\nAny other case provided for by any law. Article (74)

Q: 5. What are the general rights in the employment contract?

A: A worker may not be assigned duties which are essentially different from the agreed upon work without his written consent, except in cases of necessity dictated by transient circumstances and for a period not exceeding 30 days a year.\nThe employer may, in exigent circumstances and for a period not exceeding 30 days per year, assign the worker without his/her consent to a different location, provided that the employer bears the costs of the worker's transport and residence during such period. \nThe employer may not relocate the worker from his original place of work to another place that requires a change in place of residence without his/her written consent.\nIf the contract involves performance of a specific work, it shall be terminated with the completion of the agreed upon work.\n\nA monthly-paid worker may not be reclassified as a daily-paid, a weekly-paid, or hourly-paid worker nor as a worker paid by piecework, unless the worker agrees thereto in writing and without prejudice to the rights he has acquired during the period he spent as a monthly-paid worker.

Q: 3. What are the requirements for probation period?

A: If the worker is subject to a probation period, the same shall be expressly stated and clearly indicated in the work contract, provided that such probation period shall not exceed 90 days. The probation period may be extended by written agreement between the worker and the employer, provided that it shall not exceed 180 days. \nA worker may not be placed on probation more than once by the same employer. As an exception, the worker may, with the approval of contract parties, in writing, be subjected to another probation period provided that such period involves \n\n\nanother profession \n or work, \n\n\nnor if a period of no less than six months has elapsed since the termination of the employment relationship between the worker and the employer. \nEid Al-Fitr and Eid Al-Adha holidays and sick leaves shall be excluded from the calculation of the probation period. \nIf the contract is terminated during the probation period, neither party shall be entitled to compensation nor shall the worker be entitled to an end-of-service award.

Q: 1. What is the employment contract?

A: An employment contract is a contract concluded between an employer and a worker, whereby the latter undertakes to work under the management or supervision of the employer for a wage. The employment contract shall be executed in duplicate, one copy to be retained by each party. However, a contract shall be deemed to exist even if not written. In this case, the worker alone may establish the contract and his entitlements arising therefrom by all methods of proof. Either party may, at any time, require to write the contract. As for workers of the government and public corporations, the appointment decision or order issued by the competent authority shall serve as the contract. \n: \ Non- Saudi employment contract shall be fixed- term and in writing. If the term is not specified in the contract, the term of the work permit shall be deemed the term of the contract.

Q: 6. What is the daily break for breastfeeding?

A: When a female worker returns to work following a maternity leave, she shall be entitled, in addition to the rest periods granted to all workers, to a rest period or periods not exceeding in aggregate one hour a day for nursing her infant. Such period (s) shall be calculated as part of the actual working hours and shall not entail any reduction in wage.

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Q: 5. What are the leaves due to the female worker?

A: Female worker shall be entitled to fully paid maternity leave for a period of 10 weeks to be divided at the female worker's discretion. Such period may start four weeks prior to the expected date of delivery. Expected date of delivery shall be determined, based on a medical report certified by a health authority. \nIn the event of giving birth of a sick child or a child with special needs whose health condition requires a constant companion, a female worker shall be entitled to a one-month leave with full pay starting at the end of the maternity leave and she shall be entitled to extend the leave for an additional month as unpaid leave. \nA Muslim female worker, whose husband dies, shall be entitled to 'iddah leave' with full pay for a period of not less than four months and 10 days starting from date of death. If she is pregnant, such leave may be extended without pay until her delivery. She may not, following childbirth, use the remainder of the leave granted to her under this Law. \nA non-Muslim female worker, whose husband, dies shall be entitled to a fifteen-day leave with full pay. \nIn all cases, a female worker, whose husband dies, may not work for others during such leave period.

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Q: 3. What are the leave rights of the female workers in the cases of pregnancy and delivery?

A: An employer shall provide medical care for female workers during pregnancy and delivery. Article (153)\nAn employer may not terminate the employment of a female worker or give her a warning of the same during her pregnancy or while she is on maternity leave. This shall include the period she is ill as a result of either of them, provided that her illness is documented pursuant to an official medical report, and that her absence does not exceed 180 days a year whether separately or consecutively. Article (155)

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Q: 1. How does the Ministry ensure that the requirements are fulfilled at the women's stores?

A: HRSD conducts inspection campaigns for ensuring that the owners of the stores implement the decision and adhere to its controls.

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Q: Are services offices allowed to do tracking job for large companies?

A: Tracking job is allowed on establishments whose number of workers is less than fifty. The regulation was issued to practice this job in government authorities on 29/10/1424 AH No. 17759/8 and reporting to the labor offices

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Q: What is the validity of the final exit certificates to compensate for?

A: The validity of the final exit certificate is not specified and is not considered an acquired right of the employer to compensate for it, but it is upon establishment needs.

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Q: Are escaped labors compensated?

A: It is compensated if the Labor Office is convinced that the establishment needs to employ to compensate for escaped labors.

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Q: 4. May the employer employ the female workers during the six weeks immediately following delivery?

A: A woman may not, under any circumstances, work during the six weeks immediately following delivery. She shall be entitled to extend the leave for an additional one month as unpaid leave.

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Q: 2. What are the general rights and duties of the female workers?

A: In all occupations and places where women are employed, the employer shall provide them with seats for resting. In the women- only closed facilities, only female workers are allowed. An employer who employs 50 female workers or more shall provide them with a suitable place with an adequate number of babysitters to look after the female workers' children under the age of six years, if the number of children reaches 10 or more. The Minister may require an employer who employs 100 women or more in a single city to set up a nursery, either on his/her own or in conjunction with other employers in the same city, or alternatively, to contract with an existing nursery to care for the children of the female workers who are under six years of age during work periods. In such case, the Minister shall set forth the terms and conditions regulating such facilities as well as the charges imposed on the female workers benefiting from this service.

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Q: 1. What are the channels of communication with the Ministry of Human Resources and Social Development?

A: You can contact the Customer Service Center on 19911 or via the website: <https://hrsd.gov.sa/> or on Twitter: @HRSD_SA.

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Q: If an employer submits a requirement application for a specific activity, why he is requested to renew all licenses for the branches?

A: It is required to renew all licenses of other branches to ensure that the establishments are still in place and are doing their work as well as knowing the fate of previous employment. So that the purpose will not just be to obtain a greater number of visas.

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Q: What are the procedures in the case of subcontracts?

A: Agency circulation No. 18,481/8 dated 17/12/1423 H, was issued to set out the procedures.

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Q: Is women or student permitted to apply recruitment for shepherring activities?

A: Yes they are permitted.

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Q: Why there is a certain number of visas for construction activities in foundation stage and everyone wants to increase this number?

A: To ensure the seriousness of the owner of the establishment as well as reduce the recruitment of labor for this activity.

Q: Is seasonal employment treated the same as permanent employment when estimating the needs and committing to the planned number from agriculture?

A: Advocations issued by government agencies are not binding on the labor offices but rather are for consultation. Actual need is required when estimating the actual requirement of the required number.

Q: Labor offices demand support from its contractors while it is not giving them full support?

A: supporting is not an acquired right of the employer, but the actual need of the competent labor office and supported letters issued by the government agencies are estimated to be taken into consideration when assessing the actual need.

Q: Are escaped labors compensated?

A: It is compensated if the Labor Office is convinced that the establishment needs to employ to compensate for escaped labors.

Q: What is the time limit to pay for the approved visa fees?

A: There is no time limit for paying fees

Q: Can I recruit for an activity that has transferred sponsorship workers ?

A: Recruitment is not prevented if the establishment is in need of employment and this will be checked through field preview.

Q: Is women or student permitted to apply recruitment for shepherring activities?

A: Yes they are permitted.

Q: What is the possibility of exemption the planned percentage in the agriculture and livestock sector?

A: If the intention (nationality ratios) it is specified by instructions issued by the Ministry of the Interior.

Q: What are the procedures in the case of subcontracts?

A: Agency circulation No. 18,481/8 dated 17/12/1423 H, was issued to set out the procedures.

Q: Building permissions are considered a justification to apply for recruitment, what is the validity period?

A: It is considered a justification for the application for recruitment. If more than one year has passed since the building permission, the municipality must verify the constructions under this license.

Q: What are the file opening requirements and conditions for each activity?

A: The requirements and conditions for opening the file are illustrated in the computer form.

Q: How to apply for Disability Evaluation service?

A: The applying steps described in details on the user guide for this service.

Q: How to apply for Disability Evaluation service?

A: The applying steps described in details on the user guide for this service.

Q: What is a Disability Benefit service?

A: It is an electronic service, which enables people with disability who currently registered as beneficiaries to apply for the Financial subsidy service for people with disability. to get a monthly subsidy according to the terms and conditions.

Q: How to apply for Financial subsidy service for people with disability\?

A: Please review the handbook of service.

Q: 5- What are the maximum size of attached files?

A: The size of attached files must not exceed 2MB.

Q: What is issue disability certificate service?

A: Issue disability certificate service allows registered beneficiaries who have their disability evaluated to apply and issue the certificate online with the beneficiary information. This certificate is certificated and endorsed by the ministry of labor and social development according to terms and conciliations.\n\nThe service allows the beneficiary to print the certificate immediately or send it to their email as PDF.

Q: How can other entities check the validity of the certificate?

A: Other entities can check the validity of the certificate through the following:\n\nScanning the QR code on displayed on the certificate so that certificate information will appear and they can compare it\n\n Or\n\nGoing to the ministry website and enter the ID number of the beneficiary and the date of birth.

Q: Should I apply for the Disability Evolution service without uploading the medical report?

A: No, you cannot applied for this service without upload your medical report.

Q: What are the accepted file formats for uploading the files?

A: The accepted file formats are (JPG, JPEG, and PDF).

Q: Who is the targeted beneficiaries for Financial subsidy service for people with disability?

A: The people with disability.

Q: How can I follow up my application status?

A: You can trace your application status through the e-Services portal under Talabaty icon

Q: Who are the targeted people?

A: Disabled people.

Q: How can I get the service?

A: Through ministry of labor and social development online portal or through the ministry branches.

Q: What is the disability assessment service?

A: An electronic service that enables persons with disabilities registered with the Ministry to open a profile in the Ministry

Q: Is it required to visit the labor office to bring documents and papers?

A: No, it is not required to visit the labor office to bring the documents and papers, as through the service, documents and papers are attached to the request to open an establishment file as attachments.

Q: Are licenses allowed to be used more than once?

A: It is not allowed to use the same license more than once at the labor office level

Q: The domain of the establishment is red. Is it possible to submit a request to open a sub-establishment file?

A: The service is available for green and above

Q: what is Visa exemption service for people with disabilities,

A: An e-service that enables persons with disabilities registered with the Ministry and whose disability has been assessed to submit a request to obtain a letter of endorsement for exempting visa fees for persons with disabilities according to the terms and conditions.

Q: How can I submit an application for a letter of support for exemption of visa fees?

A: Please see the user manual for the service.

Q: When is the medical device subsidy paid?

A: After the request is registered from the Aid Unit (the current time), it is automatically recorded on the waiting list until a new payment is prepared for disbursement, and it is usually the month following the registration of the request.

Q: What is the procedure that will take place in the event that you have a previous sole proprietorship and its status is non-existing and you submit a request to open a new main establishment file,

A: In the event that the facility has not previously existed for the owner of the facility and he is currently opening a new facility, the unified number will be the same as the first number established for the owner of the facility

Q: Is it allowed to use the commercial register more than once?

A: The commercial registration number cannot be repeated at the Kingdom level for all existing establishments

Q: How can you benefit from the facility license data update service?

A: It is allowed to enter the commercial registration license only if it has not been entered before, and it is not allowed to change the commercial registration number\n It is allowed to update the data of an unexpired license

Q: Who are the target group of the letter of endorsement service for exemption of visa fees?

A: people with disabilities

Q: Who are the target group of the security scene issuance service?

A: The primary beneficiaries and their dependents in the security pension service