Q: What are the contact hours for the Domestic Violence Reporting Center?

A: The Domestic Violence Reporting Center receives all reports received by the toll-free number (1919) or by e-mail 24 hours a day, seven days a week, and on public holidays also on the official Twitter account https://twitter.com/hrsd_1919

Q: What are the categories served by the Domestic Violence Reporting Center?

A: The Domestic Violence Reports Center deals with all reports of domestic violence within the family, whether from citizens or residents, and serves women of all age groups within the family, children under the age of eighteen, inside and outside the family, the elderly from sixty years and over within the family, and people with disabilities

Q: What are the stages of reporting within the Domestic Violence Reporting Center?

A: The report of abuse and domestic violence goes through several stages since it was received by the Reporting and Domestic Violence Center (1919) until the closure of the case.\n1- The communication receives trained psychologists and social workers.\n2- Communication channels are opened with the protection and rescue agencies linked to the communications center, as required by the case (police - protection units from abuse).\n3- If necessary, the case is referred to the security authorities to investigate the case through the communications center or through the protection units.\n4- Through the protection units, shelter, social, psychological and health services are provided.\n5- Through the Communications Center, family, psychological and social counseling is provided and the case is followed up until it stabilizes.\n6- In the case of dangerous communications, the communication is referred to the competent authorities (Police - Public Prosecution - Ambulance if necessary).\n7- The communication is followed up with the competent authorities, and legal support is provided if necessary.

Q: Does the portal provide information and a set of services for the elderly?

A: Yes, the ministry provides a range of services for the elderly through the link

Q: What are the services provided by the Domestic Violence Reporting Center?

A: Receiving reports in complete confidentiality from citizens and residents from all regions of the Kingdom about cases of abuse, whether from people or from external parties.\nThe center refers the reports to the family protection units located in various regions of the Kingdom, after classifying and determining the degree of severity.\nIf the case of abuse requires urgent intervention, the communications center will coordinate immediately with the security authorities providing family counseling.\nInquiries and follow-up of previous communications.

Q: What is the role of the non-profit sector in cases of domestic violence?

A: The charitable sector plays an important and influential role in trying to reduce cases of domestic violence, including:\n1- Raising awareness of ways to prevent domestic violence.\n2- Preparing training programs for male and female social protection employees.\n3- Holding workshops to train specialists in the relevant authorities.\n4- Conducting training courses and workshops for groups who are about to get married.\n5- Converting some NGO headquarters into protection units in areas where there are no protection units.

Q: Is there a regulation and a law that protects children from domestic violence?

A: Of course, there is a child protection system in the Kingdom of Saudi Arabia, as it was issued by Royal Decree No. (M/14) on 2/3/1436 corresponding to 11/25/2014 AD and was published on 12/26/2014 AD corresponding to 3/4/1436 AH Where the system includes the following: Chapter One: Definitions, objectives, cases of abuse and neglect. (phrases and expressions mentioned in the system, the objectives of the system, cases that are considered abuse or neglect if the child is exposed to one of them, cases in which the child is considered at risk of delinquency if the child is exposed to one of them) Chapter Two: The right of the child to protection. Chapter Three: Prohibitions related to child protection. Chapter Four: The child's right to care and responsibility towards him. Chapter Five: Reporting and examining violations of the law, its regulations, and the time it takes effect.

Q: What is the service of employee transfer from another employer?

A: Employee transfer is a service provided by Qiwa for establishments owners. It provides the ability to request employee services transfer from another employer.

Q: What are the service regulations?

A: The enterprise's must be active\nA valid commercial registration except for the activities that do not require commercial registration.\nComply with safeguarding of wages\nEnterprise's activity is allowed\nThe enterprise Nitaqat must be at least in a medium green level or very small green for establishment visa, and medium green and above for expansion enterprises.\nEnterprises under the same unified number must not have any expired work permit\nHaving sufficient credit in the national unified number of the enterprise on Absher

Q: 3. What is the wage protection system (WPS)?

A: A program launched by the Ministry of Human Resources and Social Development in 2013, that enables the establishments to submit the wage files of their workers, monitors the rates of commitment and violations, and addresses justifications. The system targets all private sector establishments and is applied gradually to them according to specific stages.

Q: 1. What are wages?

A: Basic Wage: All that is given to a worker for his/her work by virtue of a written or unwritten employment contract regardless of the kind of wage or its method of payment, in addition to periodic increments.\nActual Wage: The basic wage plus all other due increments decided for a worker for the effort the worker exerts at work or for risks he encounters in the course of performing his/her work, or those decided for the worker for the work under the employment contract or work organization regulation. It includes:\n\n\nThe commission or percentage from sales or profits paid against what the worker markets, produces, collects, or the increased or enhanced production.\nAllowances the worker is entitled to for exerted effort or risks he encounters while performing his/her job.\nIncrements that may be granted in accordance with the standard of living or to meet family expenses.\nGrants or Rewards: Payments made by the employer to a worker for honesty or efficiency and the like, if such grant or reward is stipulated in the employment contract or the work organization regulation of the firm, or if it is customarily granted to the extent that workers consider it part of the wage rather than a donation.\n In rem privileges: What the employer commits itself to provide to the worker for his/her work by stating the same in the employment contract or the work organization regulation, and it is estimated at maximum of two months basic wage per annum, unless it is otherwise estimated to exceed that in the employment contract or the work organization regulation.

Q: 6. Is the worker's desire not to renew the contract for another period considered resignation?

A: Expressing the desire not to renew the contract may not be deemed a resignation. It is a right guaranteed to both parties. If the employment contract stipulates that a notice of desire not to renew shall be served a specified period before the end of the contract, the notice shall then be served. Otherwise, if the party, who desire not to renew, violates such specified period to notify the other party, the affected party is entitled to adhere to renew the contract.

Q: 4. Contract Authentication,

A: The purpose of the service is to preserve the rights of the relevant parties (employer and employee), to provide a work environment that helps the employees stability and raise their productivity, to ensure that the establishments comply with the laws and provisions of the Labor Law, to verify the validity of contract data, and to reduce the labor disputes and claims.\nLink of Qiwa for Contract Authentication: https://www.qiwa.sa/ar/qiwa-services

Q: 4. What are the objectives of WPS?

A: To improve the contractual relationship between the worker and employer, to ensure the workers' rights, and to ensure that the wages are paid as agreed upon in the employment contract.

Q: 2. What are the types of wages?

A: A- Daily-paid workers: Their wages are paid at least once a week.\n\nB- Monthly- paid workers: Their wages shall be paid once a month.\nC- If the work is done by the piecework and requires a period of more than two weeks, the employee shall receive a payment each week commensurate with the completed portion of the work. The balance of the wage shall be paid in full during the week following delivery of the work.\nD- In other cases, the wages shall be paid to the worker at least once a week.

Q: 7. May the employment contract be terminated due to restructure or financial conditions of the establishment?

A: No provisions included in the Law, deeming the restructure or the financial conditions of the establishment itself to be among the cases, in which the contract is terminated, unless the contract is terminated in accordance with any of the other cases mentioned in Article (74) of the Saudi Labor Law, or is terminated by either party under Articles (80) and (81), as the case may be. If the termination is not made in accordance with any of the above-mentioned articles, the party affected by termination shall be entitled to compensation for the termination of the contract for illegal reason.\nIn accordance with Article (77) of the Saudi Labor Law, stipulating that unless the contract includes specific compensation for the termination by either party for an invalid reason, the party affected by termination shall be entitled to compensation as follows:\n\n\nFor non-fixed term contracts: an amount equivalent to fifteen-day wage for each year of the worker's employment.\nFor fixed-term contracts: the wage for the remainder of the contract term. \n The compensation referred to in paragraphs (1) and (2) of this Article shall not be less than the worker's wage for two months. Furthermore, the worker is entitled to end of service reward in accordance with Article (84) and to a wage for the unused leaves in accordance with Article (111) of the Saudi Labor Law.

Q: 5. May a fixed-term contract be terminated before its expiry?

A: The fixed-term contract may be terminated in the following cases:\n 1- If both parties agree to terminate it, provided that the worker's consent is in writing.\n2- If 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.\n4- When the worker reaches the age of retirement. \n5-Force majeure.\n6- Permanent closure of the firm.\n7- Termination of the line of business for which the worker is employed, unless agreed otherwise.\n8- Any other case provided for by any other law.\nIf the termination is not made in accordance with any of the above-mentioned Articles, the termination is deemed invalid. Therefore, the party affected by termination shall be entitled to compensation for the termination of the fixed- term contract before its expiry for illegal reason.

Q: 3. Writing of Contracts,

A: Pursuant to Article (51) of the Labor Law: 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.

A: According to the dates specified by the entities that offer jobs on the electronic Jadara system of the Masar platform.

Q: What is the graduation date taken when registering an application?

A: Determining the date of graduation by day, month and year is a prerequisite for the accreditation of the degree, and the date of graduation is incomplete\n \nThe day, month and year will lead to incomplete entry requirements for the comparison. To clarify the intended date, the following can be taken:\n1. The date of the meeting of the university council approved for the results of graduation and recorded in the document with the day, month and year, if not available\n2. Graduation date written in the document by day, month and year, if not available.\n3. The date, day, month and year of the document was written in it.\n4. Those who do not have the date of approving the document from the university or editing the document according to what was referred to in the previous paragraph, they/they should review the Admission and Registration Department of the university or college from which they graduated to obtain proof of the actual graduation date in the day, month and year.\n5. The date of graduation recorded by the applicant on the Internet must not be earlier than the date of approval of the result by the University Council.

Q: What are the media used to publish job advertisements?

A: The electronic portal of government agencies, and the authorities can submit it through the local newspapers and the official social media of the entity that offers jobs.

Q: How do I write the decimal point when I want to write the rate?

A: When you register the percentage, please use the numeric comma in the number pad on the right side of the keyboard if your device is a desktop, but if your device is a portable device, you will find the numerical comma by pressing the shift + (.)

Q: I forgot the password?

A: The Jadara system is entered using the unified national access, in case the password is forgotten, it will be recovered after contacting the National Information Center.

Q: How long does registration and documentation last?

A: Submission and amendment of the application data on Jadara on the Ministry's website on the Jadara platform continues throughout the year.

Q: What are the academic degrees and specializations required in advertising?

A: They are determined automatically according to the offered jobs and according to the occupational classification guide, and government agencies can choose the appropriate specializations for their needs.

Q: Can location or address wishes be modified after submission?

A: The address and contacts can be modified, available throughout the year\nDetermining the spatial desires will be during the application period for the advertisement

Q: How can I know the educational degree and the non-educational degree?

A: According to the specialization, a guide to educational specializations has been issued by the Ministry of Education and it can be viewed in addition to those who have obtained a general diploma in education approved by the Ministry of Human Resources and Social Development.

Q: Graduates of women's colleges that have been newly joined, and they ask what I write in the educational institution?

A: The name of the educational institution is determined according to what is specified in the graduation document in the possession of the graduate.

Q: Any inquiries related to training courses, experiences or additional education?

A: The differentiation elements are limited to the average, seniority of graduation, professional tests, and the standards and controls that are set by the authorities, meaning that training and

additional education will not be included in the differentiation elements and it is not required to add them.

Q: Are there additional controls or conditions for jobs covered by the salary scale?

A: Jobs covered by the salary scale for educational jobs are required, in addition to the academic degree and appropriate specialization, to pass the teachers' competency test and issue a professional license\nJobs covered by the salary scale for health jobs (men/women) are required, in addition to the academic degree and the required specialization, to pass the professional evaluation and issue a professional registration card from the Saudi Commission for Saudi Specialties.\n \nJobs covered by the salary scale of public employees (men) are required, in addition to the academic degree and the required specialization, to attend a cognitive ability test for university graduates and holders of a master's qualification.

Q: What are the target groups that will be covered by the pension in the developed system, and will it be limited to specific categories like the previous system?

A: The system targets the needy only, regardless of gender or social status, as long as the criteria and conditions are met

Q: How do I register for the developed Social Security?

A: Create a new user and fill in the required data: ID number, date of birth, and mobile number. A Verification Code will be sent to the entered mobile number. Enter the verification code sent to your mobile phone and press Verify Log in to the platform using: ID number and password. Then the required information is filled out on the platform.

Q: Is contracting through the flexible work portal mandatory?

A: Yes, the contract must be authenticated in the electronic portal launched by the ministry, and any contract made outside the portal will not be accepted

Q: What are the categories that can join the remote work program?

A: The remote work program is available to all groups of females, males and people with disabilities.
Q: Can I apply for more than one job at the same time? A: Yes, you can apply for more than one job
Q: What is the difference between the previous system and the developer? A: The developed social security system targets the most needy groups in society, regardless of the previous classification of social status. The provisions of the current system also ensure that the pension reaches the beneficiaries while enabling them to strive to achieve financial independence and support them to transform from needy individuals to productive individuals in society, with high oversight and continuous follow-up to achieve System goals
Q: Does applying for the developed social security affect the entitlement to the previous security pension? A: The application for the developed social security does not affect the entitlement to the previous social security pension
Q: What is flexible work? A: A system that enables the Saudi job seeker and the employer to contract flexibly, where the wage is on an hourly basis (the lowest unit of wages) without committing to any other benefits as there are no (paid leave, end of service gratuity, and the overtime system does not apply to it)
Q: How many contracts can an individual sign? A: There is no set number of contracts, provided that there is no conflict between them

Q: How do I benefit from the Saudization certificate?

A: The Saudization certificate proves the extent of the facility's commitment to localization according to the laws stipulated by the Ministry of Human Resources and Social Development, and it can be used in several procedures such as applying for government tenders and obtaining financial extracts for projects.

Q: What is the validity period of the license?

A: The license is valid for one year.

Q: Does the worker have to be registered with a facility?

A: Yes, the worker must be registered with a facility to be able to issue the license.

Q: What are the steps to implement the service?

A: 1. Entering a strong website, selecting the facility, and then selecting a service (issuing or renewing work licenses).\n2. Selecting the employees to be issued or renewing work licenses.\n3. Choose Submit Request.\n4. Pay the fees through local banks using the payment number.

Q: Why does the status of the work permit being valid after issuance or renewal not appear in the Absher Business or Muqeem system?

A: The status of payment of the work permit fee is updated in the passport systems within 24 hours from the time of payment.

Q: What is the validity period of the certificate?

A: The certificate is valid for 3 months from the date of issuance

Q: How can I inquire about the status of the Saudization certificate after extracting it?

A: The user can inquire about the Saudization certificate through the Qiwa control panel.

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Q: What is the mechanism for calculating persons with disabilities in the Mowama program?

A: The weight of a worker with a disability is currently calculated in the program to motivate establishments to resettle Nitaqat by four points for one worker, and in accordance with Ministerial Resolution No. (3249) dated 3/9/1438 AH, no later than 1/4/1439 AH, the worker's weight will be reduced from Persons with disabilities in Nitaqat are reduced to two workers only, and after a year has passed, the calculation of the weight of the worker with disabilities will be reduced to one worker only in the event that the facility does not obtain a matching certificate for giant and large facilities only.

Q: How is the optional trainer requested before applying for a Mowaamah certificate?

A: The optional trainer is requested from the induction program page, by choosing the Training Request service, where the facility is required to set an appropriate date within a period of no less than two weeks from submitting the application; In preparation for selecting a special trainer and sending him to the facility.

Q: How long is the Mowaamah certificate valid for?

A: The validity period of the Mowaamah certificate for establishments that obtain the gold, silver or bronze rank is two years. As for the establishments that obtain the rank of participant, the validity period of the certificate is only one year.

Q: What is a freelance certificate?

A: It is a certificate approved by the Ministry of Human Resources and Social Development that grants individuals registration in a number of activities. It gives them opportunities to work independently in the activities approved by the Ministry through the online portal of self-employment.

Q: What is the validity period of the document?

A: The document is valid for one year from the date of issue.

Q: Why do I participate in the Mowama program?

A: The \Mowama\ program is designed to support the increase in the participation of persons with disabilities in the Saudi labor market, in addition to encouraging giant and large enterprises to obtain the certificate according to the ministerial decision, and linking their participation to the equation for calculating the employee with disabilities in the Nitaqat incentive program for establishments for resettlement. Details of the ministerial decision on the following link: https://t.co/2TG694qPAj

Q: How long is the expected period for obtaining the Mowaamah certificate?

A: After the facility formally submits the application and attaches all the necessary evidence, the work team takes about two weeks to study the application, complete all related procedures, and then issue the certificate to the facility that has met the required standards.

Q: What is the classification of certificates in the Mowamamah program?

A: The granting of the Mowaamah certificate depends on the degree obtained by the facility after the audit process by the accredited auditor. The types of certificates are as follows:\nGolden Rank: For the degree starting from 70% and above.\nSilver Rank: for the degree between 50% - 69%.\nBronze Rank: for the degree between 30% - 49%.\nParticipant's rank: to the degree between 15%-29%.

Q: What are the fees required of establishments in the \Mowama\ program?

A: • Optional training fees for giant and large enterprises: 5000 riyals (excluding value-added tax). • Optional training fees for medium enterprises: 2000 riyals (excluding value added tax). • Fees for audit procedures for large establishments: 25,000 riyals (excluding value added tax). • Fees for audit procedures for medium enterprises: 10,000 riyals (excluding value added tax).

Q: What are the advantages provided by Freelancing certificate?

A: Voluntary registration in social insurance.\nContracting with government and private agencies to use the document as an official document.\nOpening a bank account linked to the document.\nUse of digital payment channels.

Q: Does the applicant have to be freelance to apply for the document?

A: No, it is not a requirement. Employees on the job can apply for the document.

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Q: What is the validity period of the document?

A: The document is valid for one year from the date of issue.

Q: Is the service available to the worker?

A: No its available for the Employer

Q: How will I benefit from the platform?

A: All you have to do is:\nThrough the platform, establishments will learn about all their violations - if any - of the regulations of the Ministry of Human Resources and Social Development.\nProtecting them from committing violations before visiting the inspectors of the Ministry of Human Resources and Social Development.\nGiving establishments the opportunity to measure their compliance with the Saudi Labor Law regulations.\nKeeping establishments informed of updates to the Saudi labor system.\nRaising awareness among establishments regarding the requirements of the work system.

Q: Is contract documentation service mandatory?

A: Contract documentation service is not mandatory.

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Q: Does the service allow the employee's data to be updated?

A: Yes, the worker's data will be updated in case there is a difference with the Ministry of Interior.

Q: What if the results of the self-evaluation of the facility are not good?

A: The objective of the self-assessment stage is for the establishment to know the percentage of its compliance with the work regulations and then work to correct errors and violations. The establishment will not incur any financial penalties at this stage.

Q: How do I know if I am eligible to document my contract with the worker?

A: In the event that you have a domestic worker without any valid employment contract within the Musaned platform, you are eligible to request documentation of the contract. You can access the contract documentation service to view the list of workers whose contracts you can document.

Q: Are there specific qualifications to join the program?

A: There are no specific qualifications for remote work, but according to the requirements of each company, it determines the qualification required for the jobs offered

Q: How will I benefit from the platform?

A: All you have to do is:\nThrough the platform, establishments will learn about all their violations - if any - of the regulations of the Ministry of Human Resources and Social Development.\nProtecting them from committing violations before visiting the inspectors of the Ministry of Human Resources and Social Development.\nGiving establishments the opportunity to measure their compliance with the Saudi Labor Law regulations.\nKeeping establishments informed of updates to the Saudi labor system.\nRaising awareness among establishments regarding the requirements of the work system.

Q: Will the establishment incur any financial penalties if it does not comply with one of the standards of the Ministry of Human Resources in the self-assessment stage?

A: In the current period, the facility will not incur any financial penalties

Q: Is contract documentation service mandatory?

A: Contract documentation service is not mandatory.

Q: Can I submit an objection while I have a settlement request?

A: An objection cannot be submitted if there is an existing settlement request

Q: How can I cancel or modify a job change request?

A: You can access the requests sent on the Qawia platform, or choose to view the requests from the services page

Q: What is the self-assessment platform?

A: It is a platform that aims to achieve the highest levels of compliance with the regulations of the Ministry of Human Resources and Social Development through an integrated cycle that begins with the establishment's self-assessment and work to correct its errors before the inspection visit by the inspectors of the Ministry of Human Resources and Social Development.

Q: Why should the establishment do a self-assessment?

A: Self-assessment helps the establishment to familiarize itself with the regulations and laws of the Ministry of Human Resources and Social Development, and to self-correct errors, which protects it from committing violations. It is also a requirement for benefiting from the Ministry's services.

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Q: Is it possible to submit a settlement after paying the violation?

A: The violation must be unpaid

Q: Is it possible to change the profession in the visa after it is issued?

A: It is possible to change the profession of the employee after coming or cancel the visa and reissue it by choosing the required profession

Q: Can I change the profession of an expatriate employee to a profession subject to localization decisions?

A: It's not possible

Q: Is it issued directly?

A: Yes, when the conditions are met

Q: What is the difference between a typical and customized work policies?

A: The model work regulations enable the employer to issue the work organization regulations and have them approved by the Ministry immediately, and establishments can make simple amendments to the regulations such as the number of vacation days, the calendar used, and working days.\nAs for the customized work regulations, they are specific regulations for each facility, where special terms and conditions are added to the facility that are not available in the model regulations. The preparation and review of the customized regulations are required by accredited law firms, and then approved by the Ministry of Human Resources and Social Development.

Q: Does the office of the recruitment company guarantee the eligibility of the workers who are selected by the employer himself (appointed by name)?

A: The recruitment office/company guarantees the workers chosen by the employer himself (appointed by name) for 3 months. The worker's guarantee period is based on the contract concluded between the two parties.

Q: What is the work transfer service with the border number?

A: A service that enables establishments to issue an exceptional, limited work permit only; For the purpose of transferring the service of an expatriate whose period of entry into the Kingdom exceeded 90 days without a work permit being issued to him.

Q: What are the procedures for requesting an employee data update?

A: By entering the service and submitting a data update request

Q: Is it accepted directly?

A: No applications are examined by a specific committee

Q: What is the importance of serving labor Policies?

A: It is a service that aims to regulate the internal environment in the establishments by adopting work organization regulations electronically, which creates a safe and effective work environment and raises awareness and improves the work environment.
Q: How is the document renewed?
A: Through the portal, you can log in and apply for renewal
Q: Is it possible to issue a visa for a nationality or a profession that is not listed in Musaned?
A: The nationality or profession of the domestic worker must be among the options in the system.
Q: What are the application criteria?
A: 1. To be a Saudi citizen\n2. The age of the applicant should not be less than 28 years. The message The applicant's age is less than 28 years will be displayed.\n3. The gender: female, the message The applicant's gender is not female is displayed.\n4. The qualification should not be less than a bachelor's degree. The message The educational qualification is less than a bachelor's degree will be displayed.\n5. The experience of the applicant should not be less than 8 years. The message The experience period is less than 8 years will be displayed.
Q: Is the university required to be accredited by the Ministry of Education? A: yes
Q: What are the procedures for requesting an employee data update?
A: By entering the service and submitting a data update request
Q: Is the university required to be accredited by the Ministry of Education?
A: yes

Q: What are the procedures that can be inquired about? A: All inquiries related to the Human Resources Regulation
Q: Are there jobs that cannot be contracted for for non-Saudis? A: Yes, and the regulations issued restrict employment to Saudis
Q: Are all stairs possible for government agencies? A: The general staff ladder is for the tenth rank or below
Q: What are the criteria required to establish a ban? A: Basic criteria and comparison criteria
Q: Is it possible to submit a request for an employee in the year of experience? A: This is not possible except for doctors
Q: Is it possible to know the job status of the employee? A: yes
Q: What is the maximum contract period? A: 10 years

Q: Is it possible to know the issued visa number?
A: Yes, this can be done by searching the approved applications
Q: Is it required to document requests before launching a new advertisement?
A: Yes it requires
O. What is the namination mechanism for condidates?
Q: What is the nomination mechanism for candidates?
A: After announcing the record, it is submitted to it by the employees
O. Who are the terret group?
Q: Who are the target group?
A: highschool education or less
Q: Is the bank account number validated?
A: yes
A. yes
Q: Can primary school certificate holders apply?
A: Application for all academic years of high school or less