

Tourism Activities Inspection Regulation Procedures Guide



Tourism Inspector				
Article	Chapter	Regulations Text	Procedure Number	Procedure
Third	1	A decision is issued by the Minister - based on nomination from MT - to appoint a tourism inspector who meets the standards approved by MT.	1	<ol style="list-style-type: none"> The Inspection and Oversight General Department develops a list that includes the names and data of candidates suitable for the tourism inspection position, provided they have the following qualifications: <ol style="list-style-type: none"> Must be a Saudi national. Hold at least a diploma, except for candidates who have completed an intensive MT-approved training program. Have passed any training programs and courses approved by MT for the inspector position. In addition to any criteria approved through a decision of the Inspection and Oversight General Manager. Develop a draft decision to be submitted to the Minister to approve the list of names and data of tourism inspectors who meet the criteria mentioned in Paragraph (1) of this procedure. The list also sets the mandate of tourism inspectors according to the purposes of inspection. <p>Should there be a need to amend the decision through addition, deletion, or change of mandate in the list of names and data of tourism inspectors issued by the Minister's decision, it shall be submitted to the Minister as needed for approval.</p>
Third	2	The tourism inspector shall before assuming his duties take the following oath: (I do solemnly swear by Allah to execute my duties with honesty, integrity, and sincerity, and to never disclose any confidential information obtained by me by virtue of my work, even if I take a career break or leave my job.)	2	<ol style="list-style-type: none"> After the issuance of the Minister's decision to appoint tourism inspectors, the Inspection and Oversight General Department shall inform those whose names were included in the decision to get their signature on the oath-taking minutes that include the following: <ol style="list-style-type: none"> Full name of the tourism inspector. ID number. Day and date. The tourism inspector's written oath as set out in the Regulation. Tourism inspector's signature. The oath-taking minutes signed by the tourism inspector shall be kept in the tourism inspector's file.
Third	3	MT drafts the oath-taking minutes - referred to in Paragraph (2) of this Article - and keeps them in the tourism inspector file.		

Fifth	-	MT issues the tourism inspector an official ID card that includes basic information. MT also issues an electronic account for remote inspection using MT approved technical means.	3	<ol style="list-style-type: none"> 1. The Human Capital General Department issues an official identification card for the tourism inspector, to be used when performing inspection tasks, and it shall include the following data: <ol style="list-style-type: none"> a) MT Logo. b) Personal photo. c) Tourism inspector name. d) Job Title (Tourism Inspector). e) Job ID number. 2. The IT Operations General Department creates an electronic account for the tourism inspector for remote inspection.
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Tourism Inspector Responsibilities				
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Sixth	3	Observe the approved dress code, identify himself, and show his ID card to the tourism activity practitioner, or his employees, as appropriate for the inspection purpose.	4	<ol style="list-style-type: none"> 1. The Saudi attire shall be the approved inspection uniform. The Inspection and Oversight General Department may adopt a suitable uniform as it deems appropriate, and it shall be supplied to the tourism inspector. 2. The tourism inspector shall identify himself and show his identification card to practitioners of tourism activities or their employees upon inspection. 3. Exceptions are made for Procedure No. (2) above in the case of inspection for the purpose of verifying the existence of a license, permit, and classification, continued compliance with all mandatory requirements, controls, and standards in accordance with the Law and its Regulations, and detecting and investigating violations – if any – provided that the tourism inspector introduces himself and presents his identification card prior to writing the visit report.
Sixth	4	Apply procedures and MT-approved means - in accordance with the Law and its Regulations - when carrying out inspection duties unless this is not possible for a reason beyond their control, provided that such reasons are explained to the Ministry.	4	<ol style="list-style-type: none"> 1. MT-approved means for inspection tasks: <ol style="list-style-type: none"> a) Transportation means provided by MT. b) The approved attire. c) Electronic devices, including tablets, laptops, and measuring devices. d) Soft or hard copy of the visit report. e) Electronic systems approved by the Ministry. 2. Should the tourism inspector be unable to utilize any of the authorized methods due to reasons beyond their control, they may resort to any means necessary to accomplish the objective. However, they must provide the Inspection and Oversight General Department with a justification for such a decision.

Sixth	6	Disclose to MT any direct or indirect relationship he might have, whether kinship (up to the 4th degree), disagreement, or interest, with the tourism activity practitioner or their employees, as per the Ministry-approved disclosure form.	6	<p>1. Once the tourism inspector becomes aware of any direct or indirect association with the tourism service practitioner or their employees, they shall promptly fill out the MT-approved disclosure form and forward it to the Inspection and Oversight General Department.</p> <p>2. Depending on the information provided, the Inspection and Oversight General Department has the prerogative to take any of the subsequent measures:</p> <p>a) Allow the tourism inspector to resume his tasks.</p> <p>b) Canceling the task and reassign it to another inspector.</p>
Sixth	7	Include in the report whether the practitioner of the inspected or one of his employees have accompanied the tourism inspector during the inspection, as well as information about the facilities.	7	<p>1. If the tourism inspector is accompanied by the tourism activity practitioner or one of their employees during the inspection, the visit report must contain the following information:</p> <p>a) Companion name.</p> <p>b) Companion title.</p> <p>c) Companion's ID or residence permit (Iqama) number.</p> <p>2. If they decline to provide the data mentioned in Procedure No. (1), it should be noted in the visit report.</p>
Sixth	8	Clarify to the tourism activity practitioner or his representative what was monitored in the visit report - if any - after the inspection is completed.	8	<p>Upon completion of the inspection, the tourism inspector shall:</p> <p>1. Meet with the tourism activity practitioner or his representative.</p> <p>2. Clarify observations or violations as per the inspection purpose.</p> <p>3. Clarify procedures related to approving the visit report and officially inform the tourism activity practitioner.</p>
Sixth	11	For any reason, return the official MT ID card and all custody items related to inspection after resigning from or losing the tourism inspector position.	9	<p>After finishing work or no longer holding the position of a tourism inspector, the employee is expected to carry out the following actions:</p> <p>1. Hand over the official ID card to the Human Capital General Department.</p> <p>2. Hand over the inspection-related custody items to the Inspection and Oversight General Department.</p> <p>All the aforementioned shall be received while a record of receipt designated for that purpose will be signed.</p>

Tourism Inspector Authorities				
Article	Chapter	Regulations Text	Procedure Number	Procedure
Seventh	2	Scrutinize all tourism-facility data, information, records, contracts, licenses, permits, classification certificates, and policies, whether in physical or electronic form. Additionally, the inspector must examine the original personal identification documents of all workers at the facility and may obtain any images or extracts related to the facility, provided that it does not violate any applicable legal provisions.	10	<ol style="list-style-type: none"> 1. As per the regulations, during an inspection, the tourism inspector may conduct a field visit or remote office visit and request the practitioner of the tourism activity or one of their employees to provide access to all relevant documents and evidence. This may include obtaining photocopies of documents and a copy of the recorded customer service phone calls, which must be annexed to the visit report.
Seventh	5	Inquire about the level of services provided to the tourist, carefully listen to any complaints, and include relevant details pertaining to such matters in the visit report.	11	<ol style="list-style-type: none"> 1. Inquiring about the level of services provided to the tourist includes: <ol style="list-style-type: none"> a) Direct questions during the inspection process. b) The tourist evaluation of the level of services provided to them through observations or comments on various platforms and websites. c) Surveys sent to tourists. 2. In case a tourist submits a complaint to the tourism inspector during the inspection, the complaint must be duly heard and the official channels for complaint submission must be explained to ensure the complainant's rights are safeguarded. If the purpose of the inspection is to investigate a complaint related to a violation of the Law and its Regulation, the inspection report must document the findings, including any violations. The report must also include the complaint number registered with the Ministry for reference purposes.

Inspection Rules				
Article	Chapter	Regulations Text	Procedure Number	Procedure
Eighth	2	MT adopts visit report forms developed based on inspection purposes specified in Article 9 of the Regulation.	12	<p>The visit report shall include the following:</p> <ol style="list-style-type: none"> 1. MT Logo. 2. Visit report number. 3. Number and date of the visit report. 4. Inspection purpose. 5. Facility data (name, activity, classification or category, if any, address). 6. Tourism Inspector's data. 7. Visit outcomes. <p>In addition to any other elements that the Inspection and Oversight General Department sees fit.</p>
Twelfth	-	The tourism inspector must draft the visit report utilizing the MT-approved form, and include any pertinent documentation or proof, if available. In case of necessity, the visit report can be drafted through alternate means, as long as it contains the essential elements and data outlined in the form and is accompanied by an appropriate justification.	13	<ol style="list-style-type: none"> 1. In cases where the approved method for preparing the visit report is not feasible, the tourism inspector may resort to an alternative method that ensures all essential elements and data outlined in the visit report form are included, and relevant documentation or evidence is gathered, if available. 2. The essential components and information that were documented, along with any gathered documents or evidence, shall be transcribed into the MT-approved visit report form. 3. During the submission of the visit report, the tourism inspector should provide reasoning for implementing procedure No. (2) to the Inspection and Oversight General Department.
Fourteenth	-	Before submitting the visit report to MT approval, the tourism inspector should ensure the accuracy of the data included in the report and any accompanying documents. They should be precise in performing their assigned tasks and rely on their own findings when conducting these checks.	14	<ol style="list-style-type: none"> 1. The tourism inspector submits the visit report to MT for approval. 2. After conducting a review and verifying the accuracy of the contents away from any discrepancies, the Inspection and Oversight General Department approves the visit report. 3. If the visit report contains inaccuracies or remarks, the Inspection and Oversight General Department assigns the tourism inspector to complete it or address those remarks and re-submit it. It may also assign the tourism inspector to inspect and prepare a visit report attached to the unapproved one.

Fifteenth	-	Upon approving the visit report identifying a violation, the tourism inspector will immediately issue a penalty, within the scope of their authority, in accordance with the MT-approved form and the table of violations and corresponding penalties.	15	<p>1. The Inspection and Oversight General Department issues the immediate penalty decision form, which comprises the essential components as approved by MT, including but not limited to:</p> <p>a- The name of the violator and their basic information - such as their ID or commercial register number - as well as the number of their MT-issued license or permit (if applicable), their trademark (if applicable), and the date and number of the associated visit report.</p> <p>b- The regulatory text that was violated, a description of the committed violation, a summary of relevant facts, the decision's utterance, and its rationale."</p> <p>c- Decision number and date, as well as the MT stamp.</p> <p>d- The objections raised by the violator to the immediate penalty decision in accordance with the relevant procedures.</p> <p>The Inspection and Oversight General Department may add any other elements.</p> <p>2. Once the Inspection and Oversight General Department approves the visit report, the tourism inspector shall issue the immediate penalty decision.</p>
Sixteenth	2	Referring the visit report and its attachments to the competent committee in the event that it includes a violation that falls within its jurisdiction, along with the immediate penalty decision after being notified - if applicable.	16	The Inspection and Oversight General Department shall forward the visit report and its attachments to the competent committee.

Complaint				
Article	Chapter	Regulations Text	Procedure Number	Procedure
Nineteenth	1	MT receives complaints against tourism activity practitioners, through the following: a- MT-approved communication and digital channels to receive complaints. b- Hard-copy submission to MT. Any other MT-approved means.	17	Complaints can be submitted via the following channels: 1. CRM system (930). 2. MT official telephone number (01188808855). 3. MT official addresses and applications. 4. MT official social media accounts. 5. Official correspondences/emails sent to MT by government entities.
Nineteenth	2	Upon receiving a complaint along with its annexes – if applicable, MT shall notify the tourism activity practitioner at their official address to be handled within the MT-specified timeframe.	18	1. The practitioner will be informed by the Inspection and Oversight General Department of the complaint and any associated documents – if any. 2. Upon receiving the notification, the designated timeframe for responding to the complaint is 24 hours. However, the Inspection and Oversight General Department has the authority to determine an alternative period based on specific circumstances, which must not be less than one hour, nor should it exceed 5 days as of the notification date. 3. Upon receiving the notification, the complaint will immediately be addressed, and the Inspection and Oversight General Department may determine an extended processing time depending on the case's circumstances.
Nineteenth	3	If the period specified in Paragraph (2) of this Article elapses without a response from the tourism activity practitioner, or should the Ministry be dissatisfied with the response and treatment, then the Ministry shall assign the tourism inspector to inspect the complaint, or the rights claimed.	19	The Inspection and Oversight General Department assigns the tourism inspector to handle and inspect the complaint, either remotely or through a field visit.

وزارة السياحة
Ministry of Tourism

