



User Guide – Access to Beneficiary Page

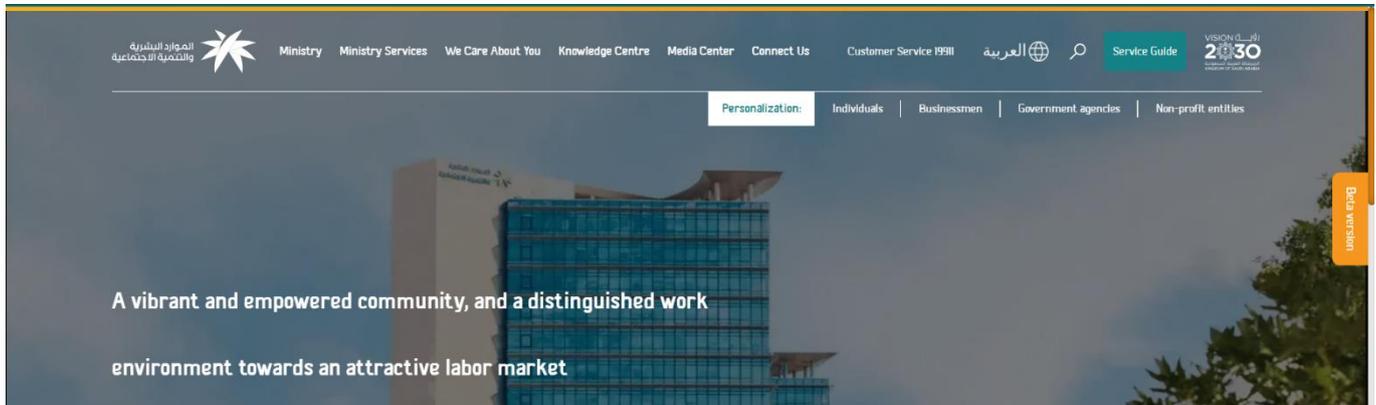
20 نوفمبر 2024

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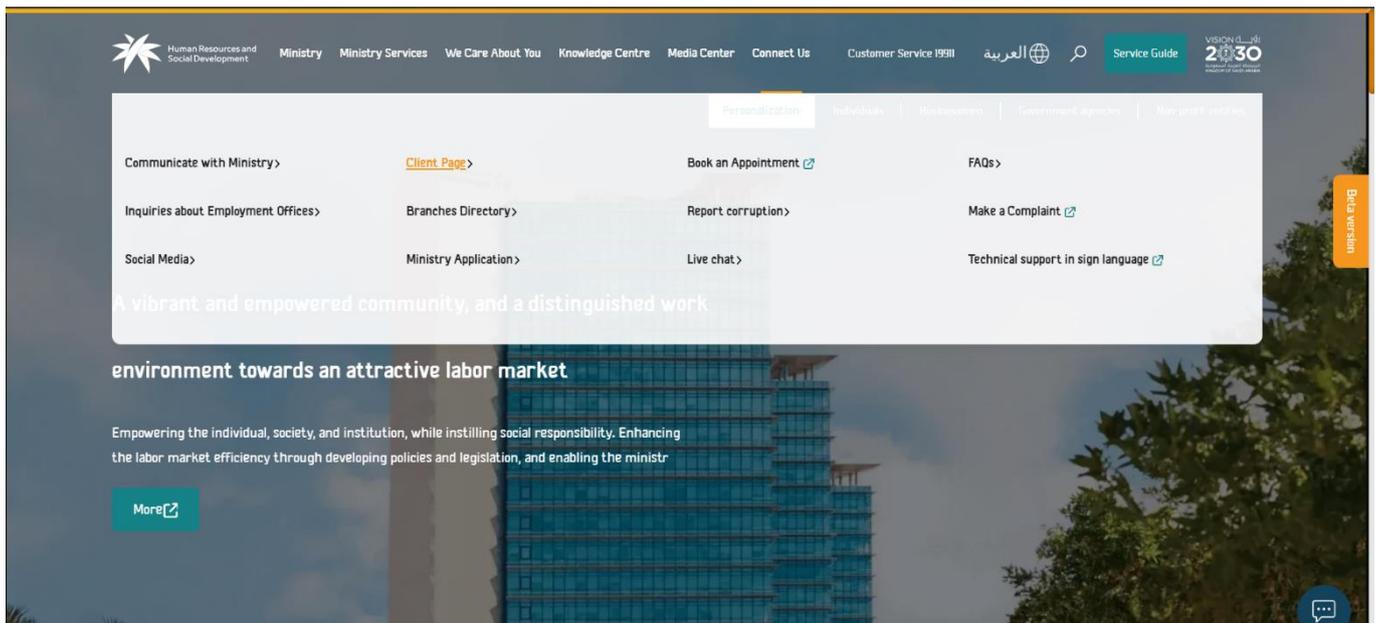
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1. How to access the beneficiary page:

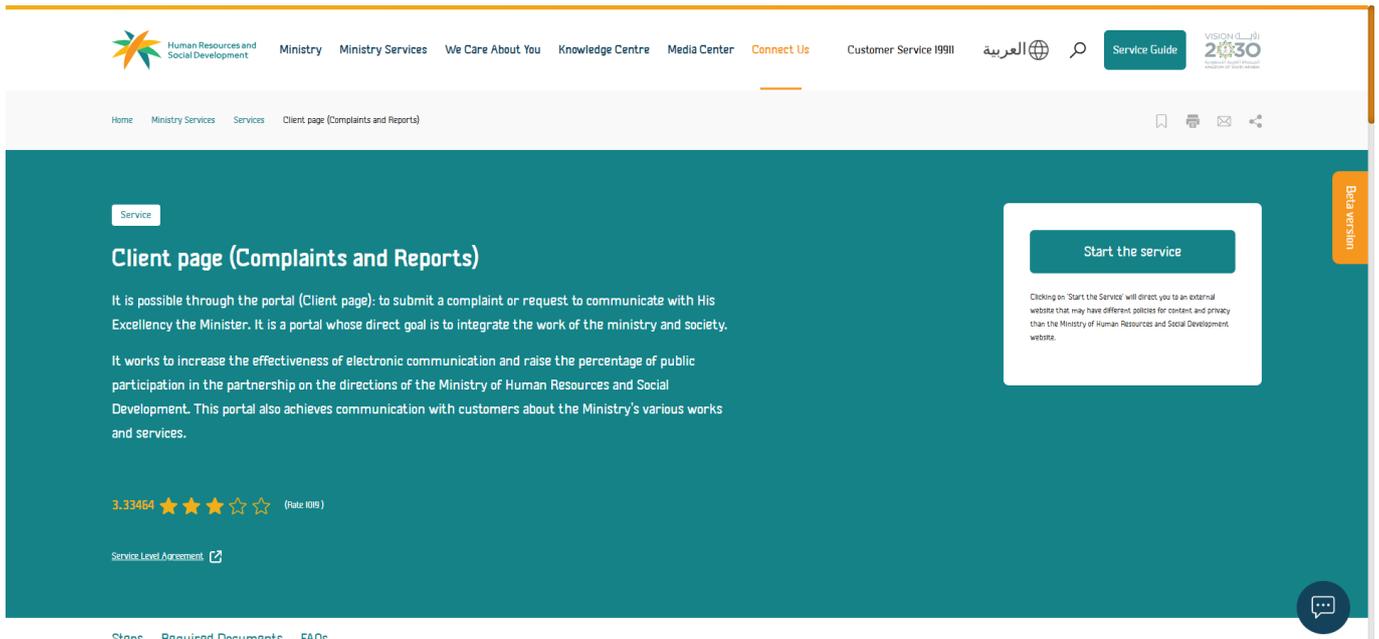
1.1 Enter Ministry official website (hrsd.gov.sa):



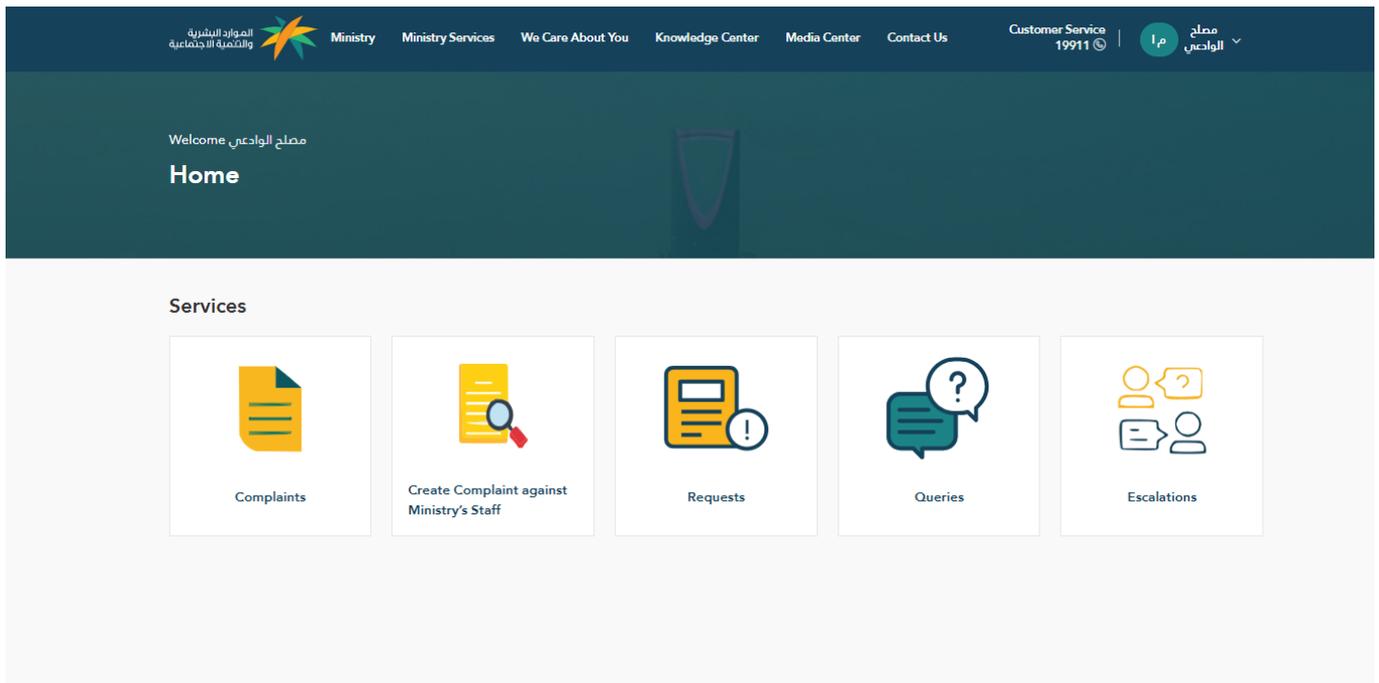
1.2 Place the cursor on Contact Us and then click on the Beneficiary Page



1.3 After selecting the beneficiary page, click on (Start the Service):



1.4 After logging via Nafath, you can now raise a case according to the service:



2. How to create a Complaint

2.1 Press on Complaints

The screenshot shows the top navigation bar with the Ministry logo and various service links. The main header area contains a welcome message and the word 'Home'. Below this, a 'Services' section features five cards: 'Complaints', 'Create Complaint against Ministry's Staff', 'Requests', 'Queries', and 'Escalations'. The 'Complaints' card is highlighted with a yellow background.

2.2 Click on Add a Request

The screenshot shows the 'Complaints' page with a search and filter bar at the top. Below the bar, there is a grid of request cards. Each card displays a request number, a timestamp, a status, and a brief description of the complaint.

Request Number	Request Status	Choose			
C2407280337	11:41 28/07/2024	C2406260345	11:28 26/06/2024	C2404240214	09:41 24/04/2024
Status: Closed-Archived	Status: Resolved-Archived	Status: Resolved-Archived			
Complaint	Complaint	Complaint			
Updating expatriate data in insurance	Sending facility data to insurance	Request visas based on government support			
C2401281135	15:29 28/01/2024	C2401281075	14:51 28/01/2024	C2401170461	11:00 17/01/2024
Status: Resolved-Archived	Status: Resolved-Archived	Status: Resolved-Archived			
Complaint	Complaint	Complaint			
statement	Request visas based on government support	Sustainability for people			

2.3 Select the sector

الوزارة
الموارد البشرية
والخدمة الاجتماعية

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us

Customer Service 19911

مرا
الواتس

Home > Complaints > Create Complaint

Create Complaint

- In Which sector your complaint related?**
- The main category
- The subcategory
- Create a complaint

In Which sector your complaint related?

Labour

- HRSD unified application
- A problem in settling work violations

32 +

Development Sector

- Home social care system
- Visa fee exemption service for persons with disabilities

55 +

Civil Service

- Job classification
- complaints about the social media team-se

7 +

Previous

2.4 Select the Main category

الوزارة
الموارد البشرية
والخدمة الاجتماعية

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us

Customer Service 19911

مرا
الواتس

Home > Complaints > Create Complaint

Create Complaint

- In Which sector your complaint related?
- The main category**
- The subcategory
- Create a complaint

In Which sector your complaint related?

Labour

- HRSD unified application
- A problem in settling work violations

32 +

Development Sector

- Home social care system
- Visa fee exemption service for persons with disabilities

55 +

Civil Service

- Job classification
- complaints about the social media team-se

7 +

Previous

2.5 Select the Subcategory

The screenshot shows the 'Create Complaint' page with a dark blue header. The navigation bar includes: Ministry Services, We Care About You, Knowledge Center, Media Center, Contact Us, Customer Service 19911, and a user profile icon. The breadcrumb trail is 'Home > Complaints > Create Complaint'. The main heading is 'Create Complaint'. A progress indicator on the left shows four steps: 1. In Which sector your complaint related? (active), 2. The main category, 3. The subcategory, and 4. Create a complaint. The main content area is titled 'In Which sector your complaint related?' and features three cards: 'Labour' (32+), 'Development Sector' (55+), and 'Civil Service' (7+). Each card lists specific complaint types. A 'Previous' button is located at the bottom left.

1 In Which sector your complaint related?

2 The main category

3 The subcategory

4 Create a complaint

In Which sector your complaint related?

Labour

- HRSD unified application
- A problem in settling work violations

32 +

Development Sector

- Home social care system
- Visa fee exemption service for persons with disabilities

55 +

Civil Service

- Job classification
- complaints about the social media team-se

7 +

Previous

2.6 Fill in the fields and press send

The screenshot shows the 'Create Complaint' page with the same header and breadcrumb trail as in the previous step. The progress indicator shows step 1 completed and step 2 'The main category' active. The main content area is titled 'Complaint Information' and contains a large text input field. Below it is the 'Contact Info' section with fields for 'Email', 'Mobile', 'Region', and 'City'. The 'Region' and 'City' fields are dropdown menus. Below the contact info is the 'Upload Files' section with a dashed box containing the text 'Please Drag Files Here Or Click To Select' and 'Max File Size 3MB Files Type PDF, JPG, JPEG, PNG, DOCX, XLSX'. A 'Previous' button is on the bottom left and a 'Send Complaint' button is on the bottom right.

1 In Which sector your complaint related?

2 The main category

3 The subcategory

4 Create a complaint

Complaint Information *

2000

Contact Info

Email *

Mobile *

Region *

City

Upload Files

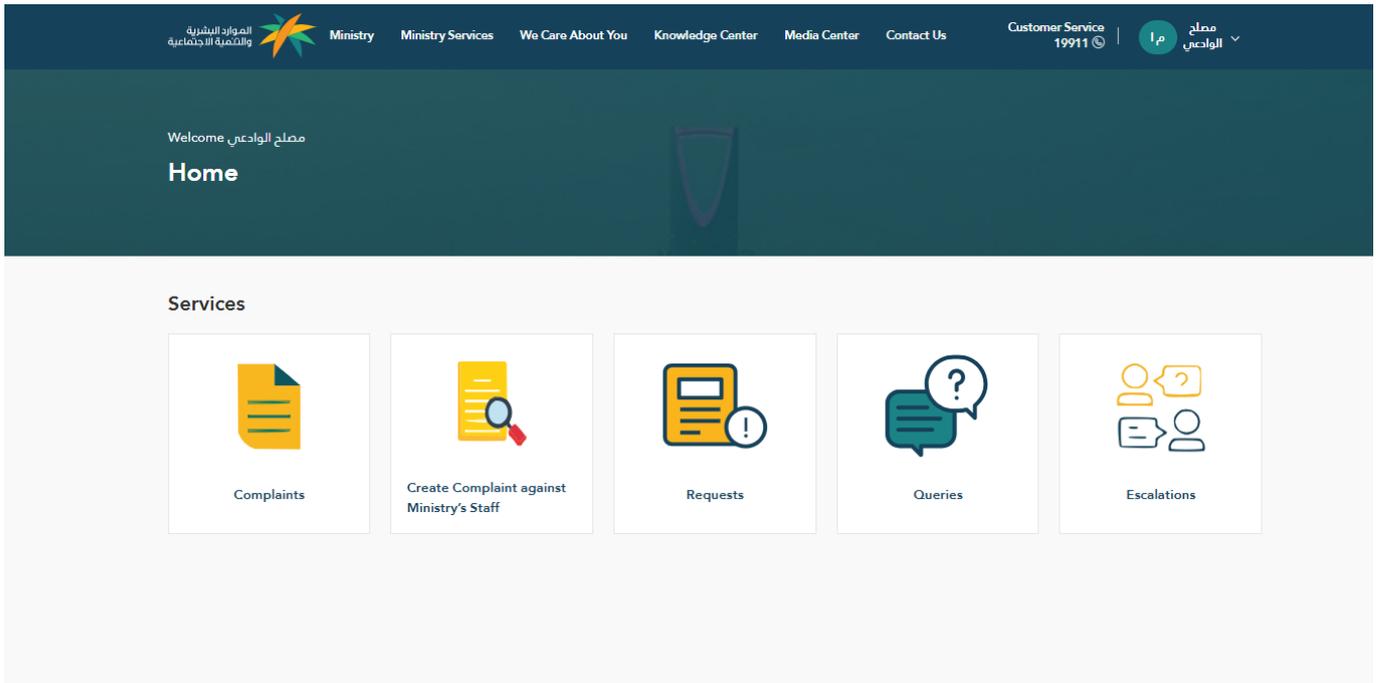
Please Drag Files Here Or Click To Select

Max File Size 3MB Files Type PDF, JPG, JPEG, PNG, DOCX, XLSX

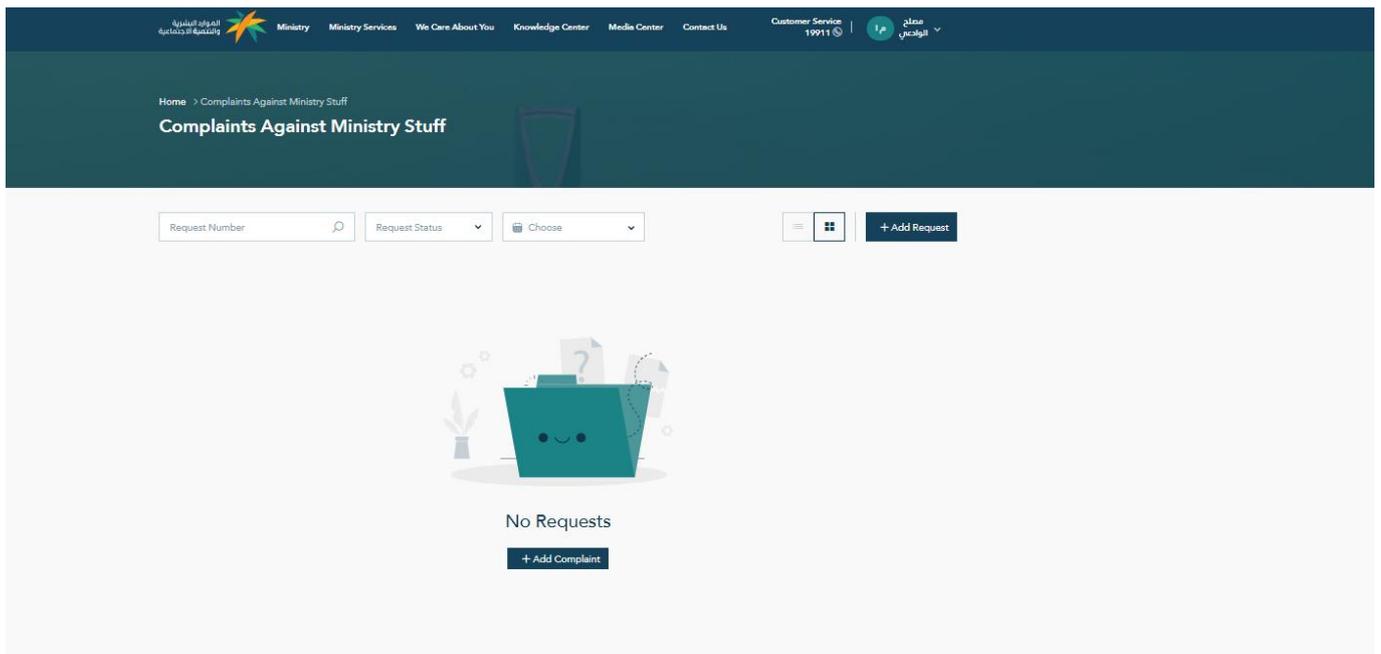
Previous Send Complaint

3. How to create Complaint against ministry staff

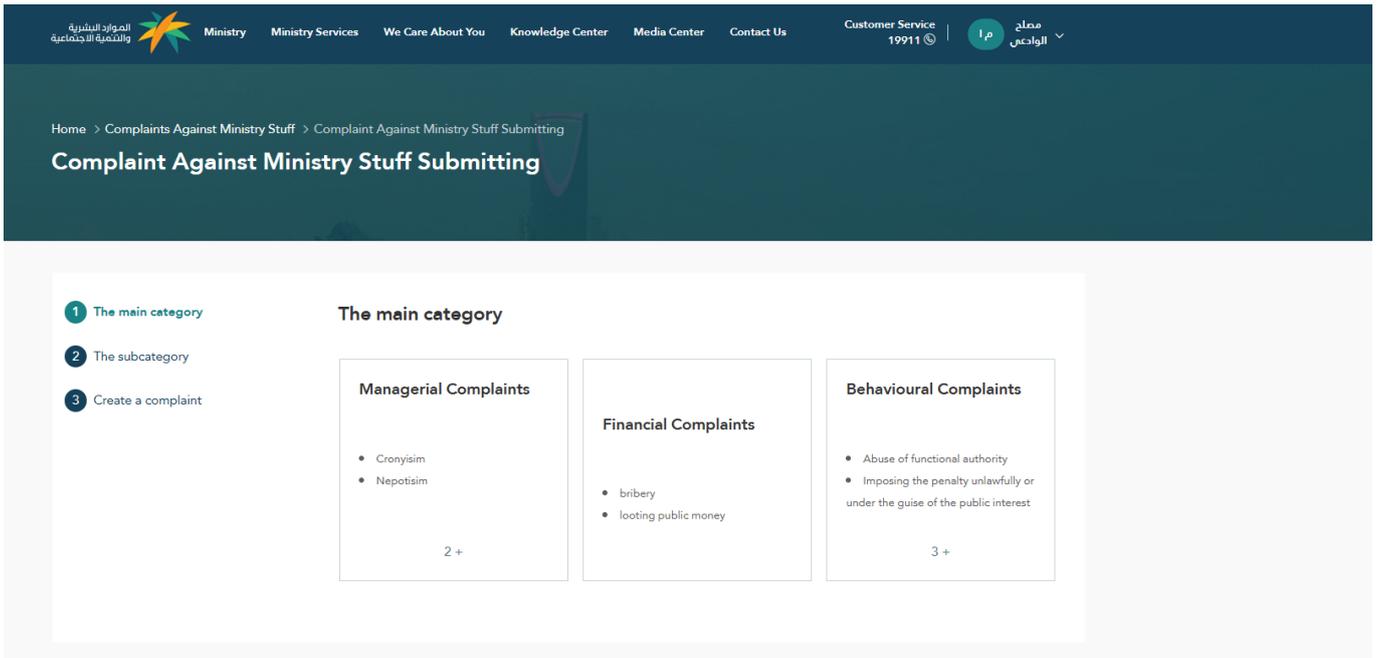
3.1 Select Complaint against ministry staff



3.2 Click on Add a Request



3.3 Select the Main category



الموارد البشرية
والشعبة الاجتماعية

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us

Customer Service 19911

م 1
مطلع
الواحد

Home > Complaints Against Ministry Staff > Complaint Against Ministry Staff Submitting

Complaint Against Ministry Staff Submitting

- The main category**
- The subcategory
- Create a complaint

The main category

Managerial Complaints

- Cronyism
- Nepotism

2 +

Financial Complaints

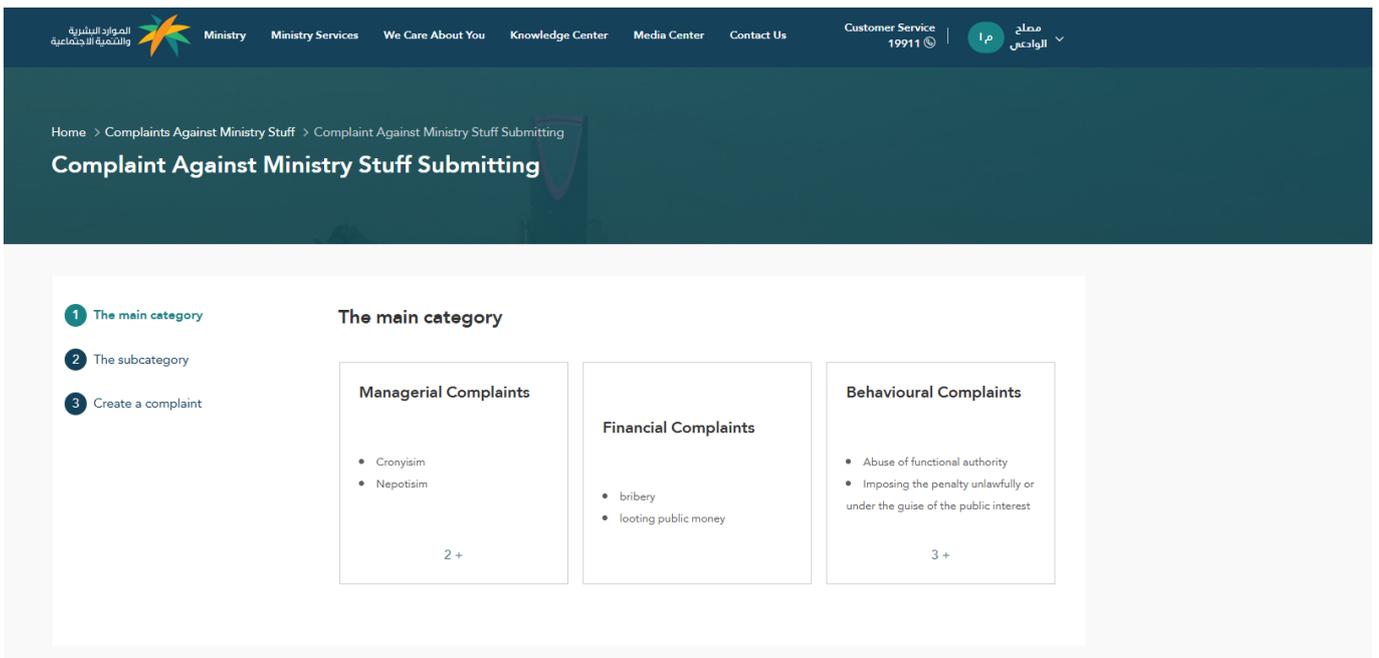
- bribery
- looting public money

Behavioural Complaints

- Abuse of functional authority
- Imposing the penalty unlawfully or under the guise of the public interest

3 +

3.4 Select the Subcategory



الموارد البشرية
والشعبة الاجتماعية

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us

Customer Service 19911

م 1
مطلع
الواحد

Home > Complaints Against Ministry Staff > Complaint Against Ministry Staff Submitting

Complaint Against Ministry Staff Submitting

- The main category
- The subcategory**
- Create a complaint

The main category

Managerial Complaints

- Cronyism
- Nepotism

2 +

Financial Complaints

- bribery
- looting public money

Behavioural Complaints

- Abuse of functional authority
- Imposing the penalty unlawfully or under the guise of the public interest

3 +

3.5 Fill in the fields and press send

الجمهورية العربية السورية
السلطة الوطنية للانتخابات

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911

معالج
الطلبات

Home > Complaints Against Ministry Staff > Complaint Against Ministry Staff Submitting

Complaint Against Ministry Staff Submitting

- 1 The main category
- 2 The subcategory
- 3 Create a complaint

Complaint Information *

2000

Contact Info

Email *

Mobile *

Region *

City *

Upload Files

Please Drag Files Here Or Click To Select
Max File Size 3MB Files Type PDF, JPG, JPEG, PNG, DOCX, XLSX

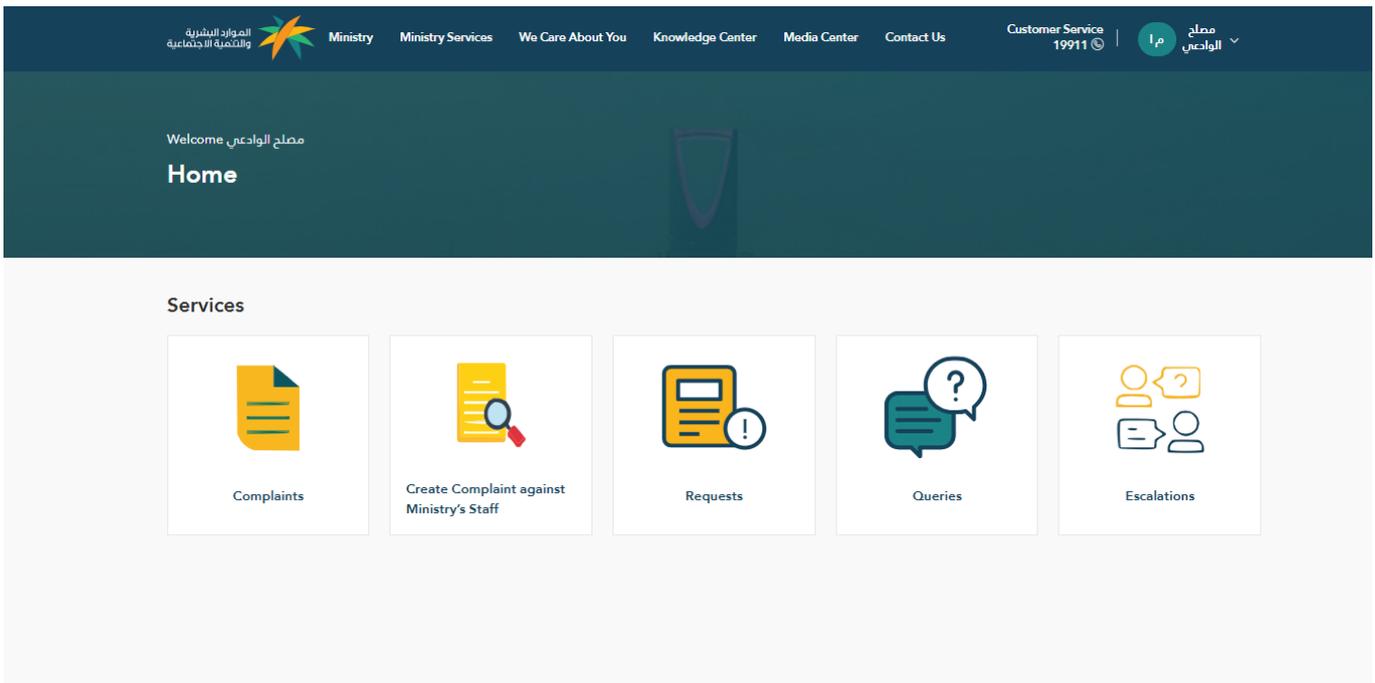
Agency

Management

I hereby confirm that complaint submitted by me is valid and I bear full responsibility for its consequences if it is proven to be incorrect, and that I will be under the penalty of the rules for limiting the effects of malicious complaints and false lawsuits issued by Cabinet Resolution No. (94) dated 4/25/1406.I have provided evidence to support the validity of the complaint.

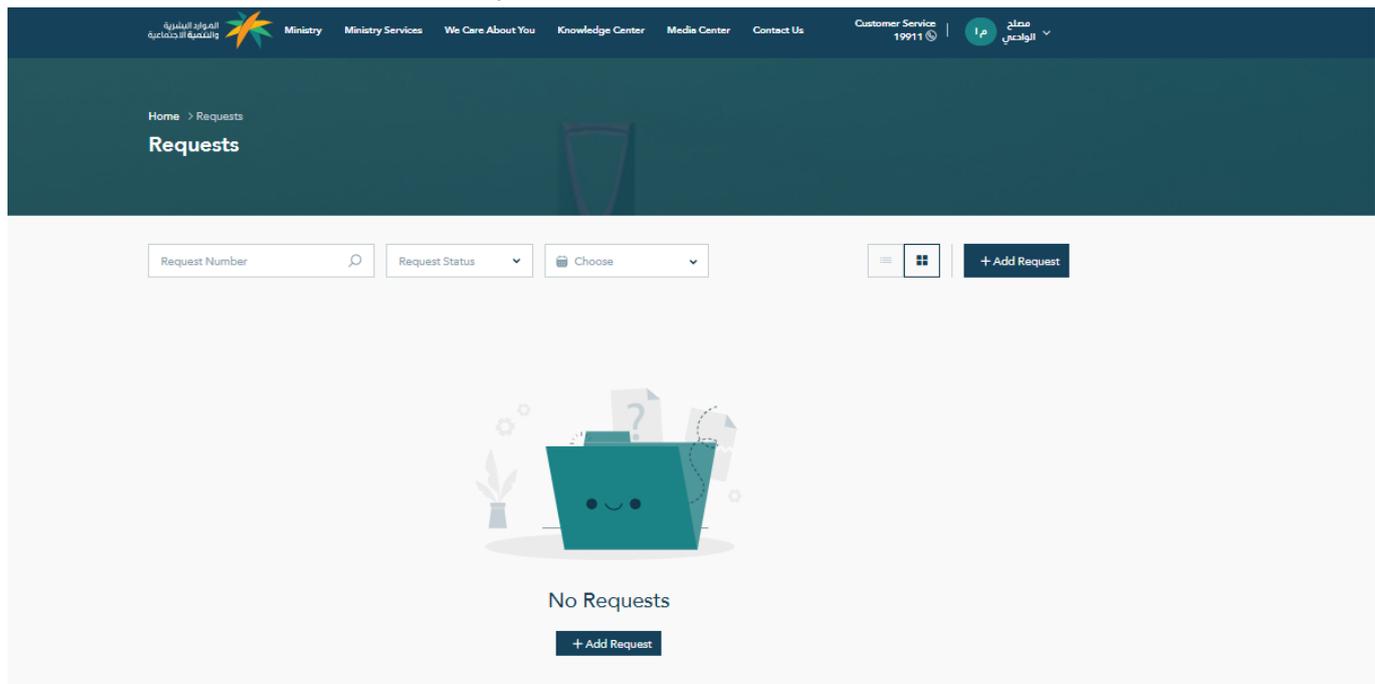
4. How to create Requests

4.1 Select Requests



The screenshot shows the top navigation bar with the Ministry logo and links for Ministry Services, We Care About You, Knowledge Center, Media Center, and Contact Us. On the right, there is a Customer Service number (19911) and a user profile icon. Below the navigation bar, a dark teal banner contains the text "Welcome الوادعي" and "Home". The main content area is titled "Services" and features five service cards: "Complaints" (document icon), "Create Complaint against Ministry's Staff" (document with magnifying glass icon), "Requests" (document with exclamation mark icon), "Queries" (speech bubble with question mark icon), and "Escalations" (two people with speech bubbles icon).

4.2 Click on Add a Request



The screenshot shows the "Requests" page. The top navigation bar is identical to the previous page. Below the navigation bar, a dark teal banner contains the text "Home > Requests" and "Requests". The main content area features a search bar for "Request Number", a dropdown for "Request Status", and a "Choose" dropdown. To the right, there is a "+ Add Request" button. Below these elements, there is a large illustration of a smiling folder with papers and a question mark, and the text "No Requests". At the bottom, there is another "+ Add Request" button.

4.3 Select the sector

The screenshot shows the top navigation bar with the Ministry logo and links for Ministry Services, We Care About You, Knowledge Center, Media Center, and Contact Us. A Customer Service number (19911) and a user profile icon are also visible. The breadcrumb trail reads 'Home > Requests > Submit'. The main heading is 'Submit'. On the left, a vertical list of steps is shown: 1. In Which Sector Your Request Related? (highlighted), 2. The main category, 3. The subcategory, and 4. Submission Request. The main content area is titled 'In Which Sector Your Request Related?' and features a card for the 'Development Sector'. The card includes an icon of a person with a gear, the title 'Development Sector', and two bullet points: 'Change the email registered on the platform' and 'Add the name of the center to the data recovery service'. A 'Previous' button is located at the bottom of the card.

4.4 Select in which sector your request related

The screenshot shows the same top navigation bar and breadcrumb trail as in 4.3. The main heading is 'Submit'. The vertical list of steps now shows '2. The main category' as the active step. The main content area is titled 'In Which Sector Your Request Related?' and displays a grid of six category cards. Each card has a title and a list of associated services:

- Electronic services volunteering platform**
 - Training to use the platform
- Issuing a vocational training certificate for people with disabilities**
 - Issuing a vocational training certificate for people with disabilities
- Monthly training bonus (vocational) for people with disabilities**
 - Monthly training bonus (vocational) for people with disabilities
- Issuing a concession card**
 - Issuing a concession card
- Request to join a social care home**
 - Request to join a social care home
- Request to support the elderly**
 - Request for elderly support

4.5 Select the Subcategory

الموارد البشرية والتنمية الاجتماعية
Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911
مطلع الوداعي

Home > Requests > Submit
Submit

1 In Which Sector Your Request Related?
2 The main category
3 **The subcategory**
4 Submission Request

In Which Sector Your Request Related?

Training to use the platform

Previous

4.6 Fill in the fields and press send

الموارد البشرية والتنمية الاجتماعية
Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911
مطلع الوداعي

Home > Requests > Submit
Submit

1 In Which Sector Your Request Related?
2 The main category
3 The subcategory
4 **Submission Request**

Request Information *

2000

Contact Info

Email *

Mobile *

Region *

City

Upload Files

Please Drag Files Here Or Click To Select
Max File Size 5MB Files Type PDF, JPG, JPEG, PNG, DOCX, XLSX

Previous

5. How to create Query

5.1 Select Queries

The screenshot shows the home page of the Ministry of Education and Scientific Research website. The header includes the ministry's logo and name in Arabic, along with navigation links: Ministry, Ministry Services, We Care About You, Knowledge Center, Media Center, and Contact Us. On the right, there is a Customer Service section with the number 19911 and a dropdown menu for 'مصلح الواضعي' (Mawla' al-Wa'idi).

The main content area features a 'Home' heading and a 'Services' section with five icons representing different services: Complaints, Create Complaint against Ministry's Staff, Requests, Queries, and Escalations.

5.2 Click on Add a Request

The screenshot shows the 'Queries' page. The header is identical to the previous page. The breadcrumb trail shows 'Home > Queries'. The page title is 'Queries'. Below the header, there is a search bar for 'Request Number', a dropdown for 'Request Status', and another dropdown for 'Choose'. To the right, there is a '+ Add Request' button.

The main content area features a large illustration of a smiling folder with a question mark, surrounded by documents and a plant. Below the illustration, the text 'No Queries' is displayed, followed by a '+ Add Query' button.

5.3 Select the Sector

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911

Home > Queries > Query Submitting

Query Submitting

- In Which Sector Your Request Related?**
- The main category
- Can The Request Be Specified in Detail?
- Submission Request

In Which Sector Your Request Related?

Labour

- برنامج توظيف

27 +

Development Sector

- Visa fee exemption service for persons with disabilities
- Licenses for private social rehabilitation centres

27 +

Previous

5.4 Select the Main category

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911

Home > Queries > Query Submitting

Query Submitting

- In Which Sector Your Request Related?
- The main category**
- Can The Request Be Specified in Detail?
- Submission Request

The main category

برنامج توظيف

- Sustainability of individuals
- Remove from whitelist

6 +

Previous

5.5 Select the Subcategory

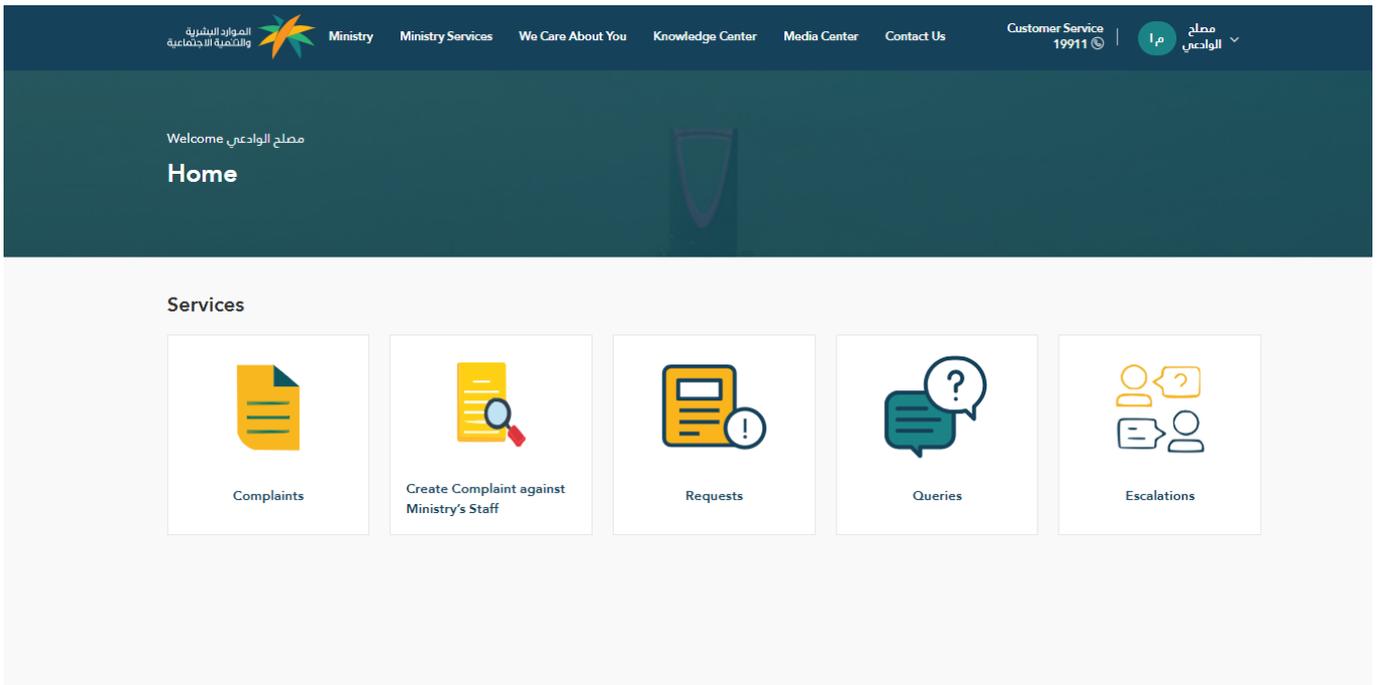
The screenshot shows the 'Query Submitting' page with a dark blue header. The navigation bar includes: Ministry, Ministry Services, We Care About You, Knowledge Center, Media Center, Contact Us, Customer Service 19911, and a user profile icon. The breadcrumb trail is: Home > Queries > Query Submitting. The main heading is 'Query Submitting'. A progress indicator on the left shows four steps: 1. In Which Sector Your Request Related?, 2. The main category, 3. Can The Request Be Specified In Detail? (highlighted), and 4. Submission Request. The main content area is titled 'Can The Request Be Specified In Detail?' and contains a grid of buttons: 'Joining Requests - Facilities', 'Contact the program', 'Proposals', 'Work remotely or move', 'Sustainability - facilities', 'Wage Support - Establishments', 'Remove from whitelist', and 'Sustainability of individuals'. A 'Previous' button is located at the bottom left.

5.6 Fill in the fields and press send

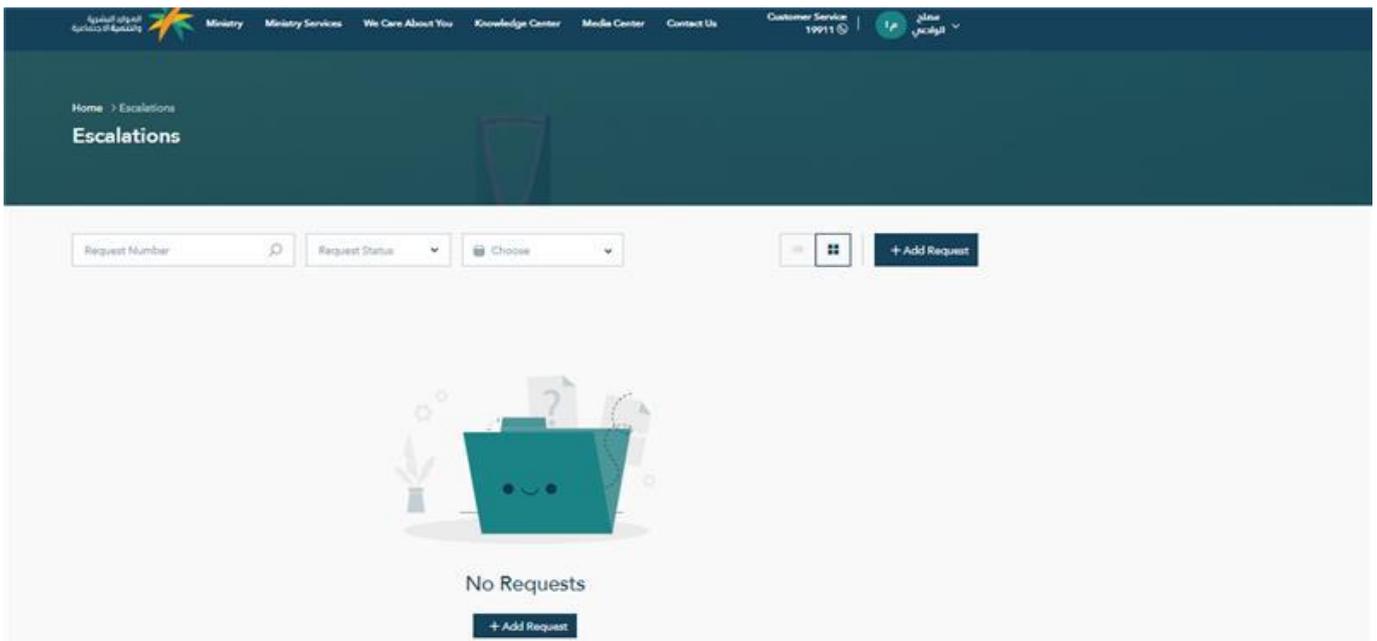
The screenshot shows the 'Query Submitting' page with the same header and breadcrumb trail as the previous image. The progress indicator shows four steps: 1. In Which Sector Your Request Related?, 2. The main category, 3. Can The Request Be Specified In Detail?, and 4. Submission Request (highlighted). The main content area is titled 'Query Information *' and contains a large text input field with a '2000' character limit. Below this is the 'Contact Info' section with fields for 'Email *', 'Mobile *', 'Region *' (a dropdown menu), and 'City' (a dropdown menu). The 'Upload Files' section features a dashed border box with the text 'Please Drag Files Here Or Click To Select' and 'Max File Size 2MB File Type PDF, JPG, JPEG, PNG, DOC, DOCX'. At the bottom, there are 'Previous' and 'Send Query' buttons.

6. How to create Escalation on Platforms

6.1 Press on Escalation on Platforms



6.2 Click on Add a Request



6.3 Select the Sector

الموارد البشرية والتنمية الاجتماعية Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911 مطبخ الوادعي

Home > Escalations > Add Request

Add Request

1 In Which Sector Your Request Related?

2 In Which Entity your request related?

3 The main category

4 The subcategory

5 Submission Request

In Which Sector Your Request Related?

Labour

- Musaned platform
- Donation platform

5 +

Development Sector

- Musaned platform
- Donation platform

Civil Service

- Musaned platform
- Donation platform

Previous

6.4 Select the Platform

الموارد البشرية والتنمية الاجتماعية Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911 مطبخ الوادعي

Home > Escalations > Add Request

Add Request

1 In Which Sector Your Request Related?

2 In Which Entity your request related?

3 The main category

4 The subcategory

5 Submission Request

In Which Entity your request related?

Freelancing platform

Qiwa platform

Musaned platform

Remote work platform

Flexible working platform

Madad platform

Ajeer platform

Previous

6.5 Select the Main category

الموارد البشرية والتنمية الاجتماعية Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911 م 1 معالج الودائع

Home > Escalations > Add Request

Add Request

1 In Which Sector Your Request Related?

2 In Which Entity your request related?

3 **The main category**

4 The subcategory

5 Submission Request

The main category

Issuing a document.

- Issuing a document.

Document renewal.

- Document renewal.

Cancellation of the self-employment document.

- Cancellation of the self-employment document.

Previous

6.6 Select the Subcategory

الموارد البشرية والتنمية الاجتماعية Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us Customer Service 19911 م 1 معالج الودائع

Home > Escalations > Add Request

Add Request

1 In Which Sector Your Request Related?

2 In Which Entity your request related?

3 The main category

4 **The subcategory**

5 Submission Request

The subcategory

Issuing a document.

Previous

6.7 Fill in the fields and press send

الموارد البشرية والتنمية الاجتماعية | Ministry | Ministry Services | We Care About You | Knowledge Center | Media Center | Contact Us | Customer Service 19911 | م 1 | منصات التواصل

Home > Escalations > Add Request

Add Request

- In Which Sector Your Request Related?
- In Which Entity your request related?
- The main category
- The subcategory**
- Submission Request

The subcategory

Issuing a document.

Previous

