



User Guide - Access to Minister Contact Request Page

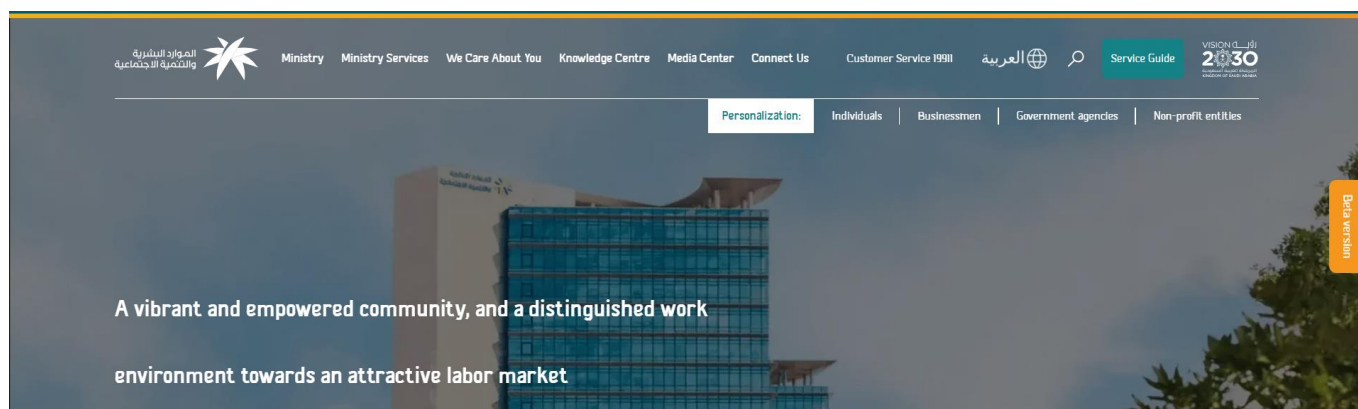
20 نوفمبر 2024

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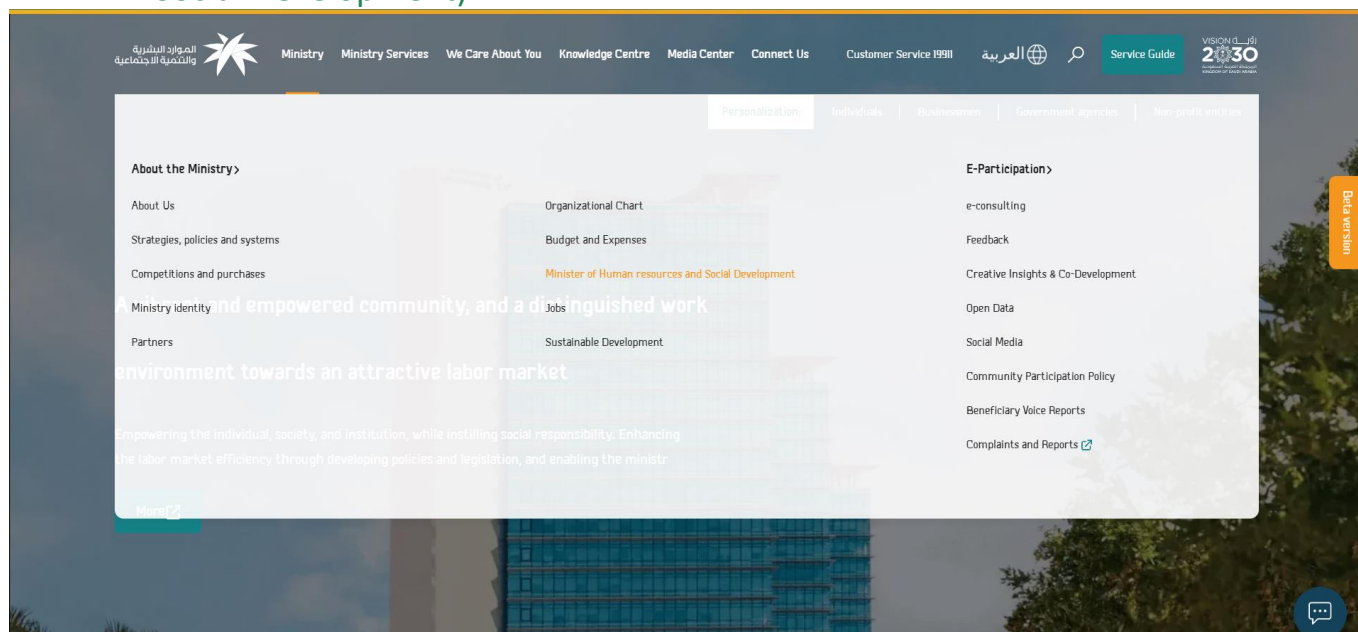
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1. How to access the page to create contact request with the Minister

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



1.2 Place a cursor on (Ministry) and select (Minister of Human Resources and Social Development):



1.3 After selecting the Minister of Human Resources and Social Development, click on (Create order):

The screenshot displays the website of the Ministry of Human Resources and Social Development. The header includes the ministry's logo, navigation links (Ministry, Ministry Services, We Care About You, Knowledge Centre, Media Center, Connect Us), and contact information (Customer Service 19911, العربية, Service Guide, and the 2030 Vision logo). The main content area features a profile of the Minister, with a photograph on the right and a vertical 'Beta version' label. The profile text describes the Minister's role and extensive experience. At the bottom, a section titled 'Contact the Minister of Human Resources and Social Development' provides a link to the 'Customer Service Page' and two buttons: 'Inquire about an order' and 'Create order', with the latter highlighted by a red box. A chat icon is visible in the bottom right corner.

Eng. AlRajhi is the Chairman of the Board of a number of public entities including, the Human Resources Development Fund (HDF), the Social Development Bank, the General Authority of Awqaf, the Charity Orphans Care Foundation (Ekhaa), the National Committee for the Care of Prisoners and their Families, and Ex-convicts (Tarahum), the Family Affairs Council, the Princess Seetah Bin Abdulaziz Award for Excellence in Social Work, the Authority for the Care of People with Disabilities, the National Center for Social Studies, the Institute of Public Administration, Takamol Holding, Future Work Company, the National Center for Non-Profit Sector and the Occupational Health and Safety Council.

Eng. AlRajhi is in charge of the legal and administrative legislations of the Saudi labor market, and the legislations necessary for the growth of the non-profit sector. He has a vast administrative and institutional experience acquired from his role as founder, chairman and member of many major companies and local and international factories, as well as his experience in philanthropy through leading many charitable organizations. He was also previously the chairman of the Federation of Saudi Chambers, the chairman of Riyadh Chamber of Commerce & Industry, vice-chairman of the Federation of GCC Chambers, and a member of many governmental bodies and entities.

AlRajhi has an exceptional vision supported by extensive experience in the governmental, commercial and charity fields that helped develop the Saudi labor market and the non-profit sectors.

AlRajhi holds a bachelor's degree in Industrial engineering from King Fahad University of Petroleum and Minerals.

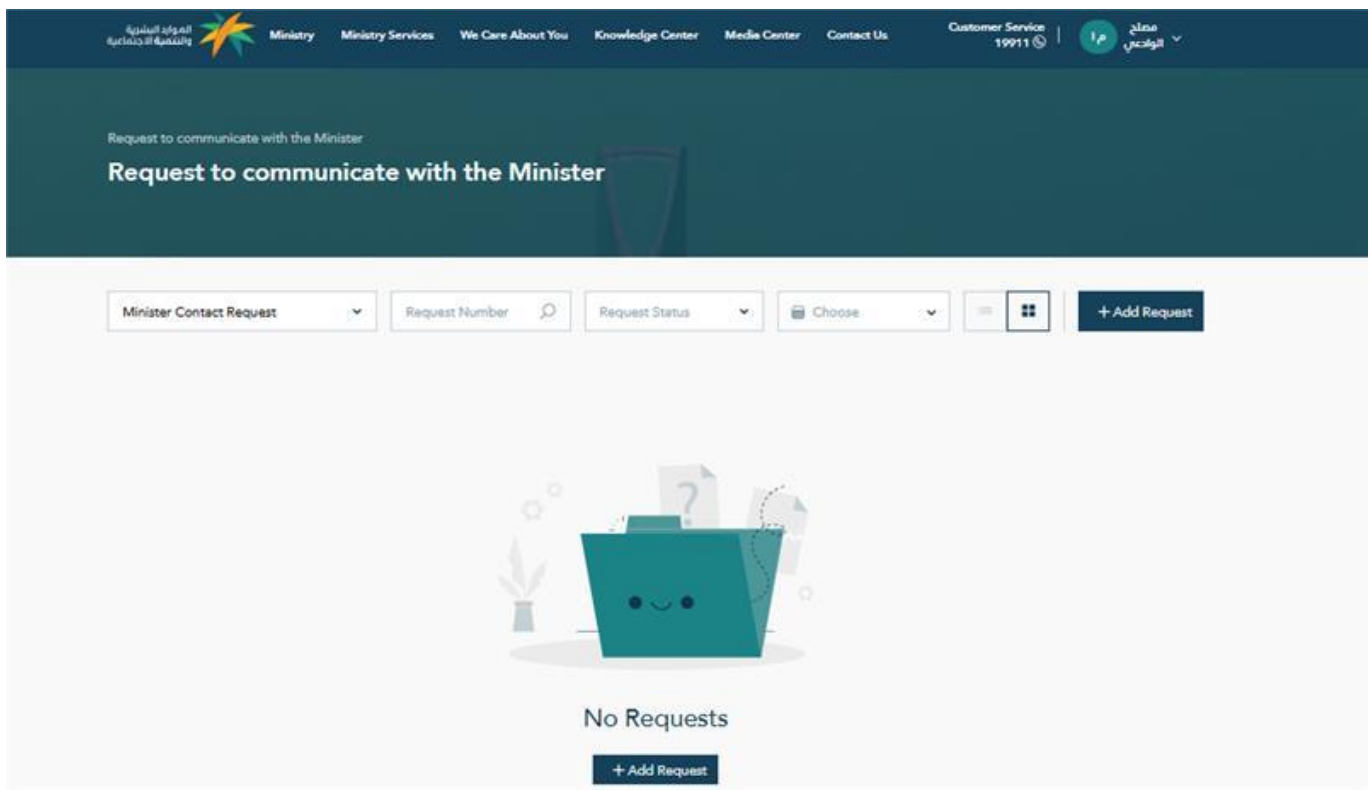
Contact the Minister of Human Resources and Social Development

You can contact the Minister through (Customer Service Page)

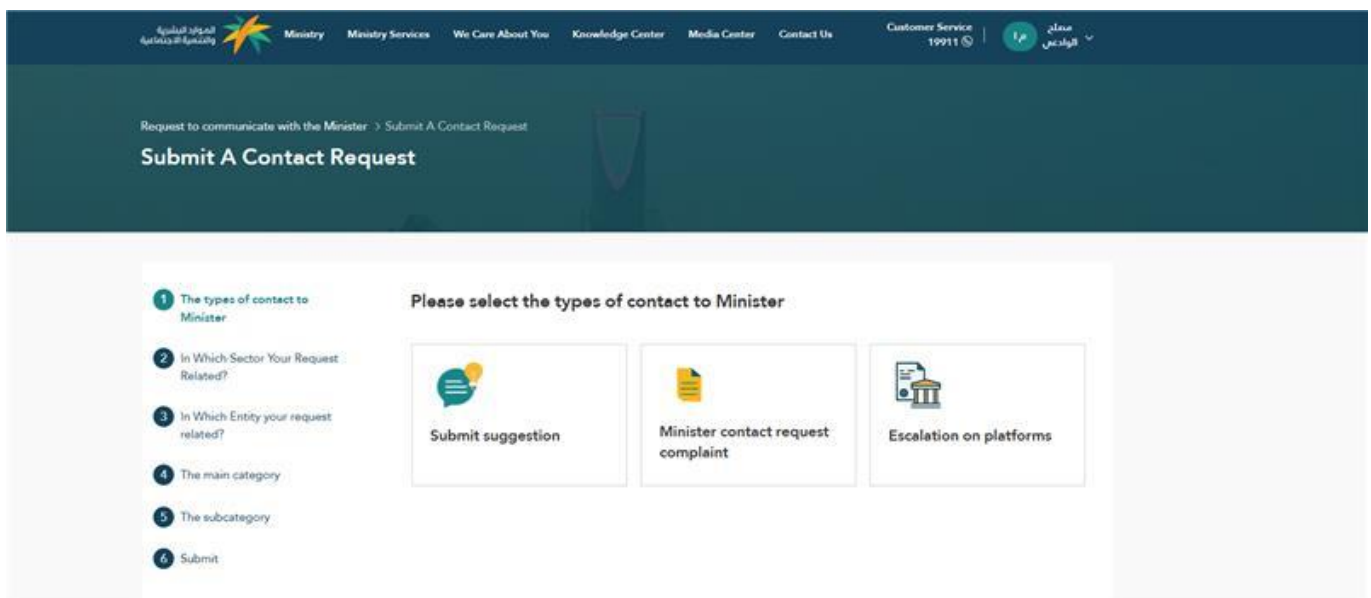
[Inquire about an order](#) [Create order](#)

2. How to Create (Minster Contact Request – Complaint)

2.1 Click on Add Request



2.2 Select (Minster Contact Request – Complaint)



2.3 Select the Sector

Request to communicate with the Minister > Submit Minister Contact Request - Complaint

Submit Minister Contact Request - Complaint

- The types of contact to Minister
- In Which Sector Your Request Related?**
- In Which Entity your request related?
- The main category
- The subcategory
- Submit an MCR Complaint

In Which Sector Your Request Related?

Sector	Complaints
Labour <ul style="list-style-type: none"> Reports on establishments - Escalation of complaints Professional Group for Domiciled Professions (Not Counted) - Establishments - Escalation of Complaints 	16 +
Development Sector <ul style="list-style-type: none"> Social Development Centers - Escalation on Complaints Child Care Centres - Escalation of Complaints 	14 +
Civil Service <ul style="list-style-type: none"> Governance and development of the semi-governmental sector - Escalation Documentation of functional data - escalation 	6 +

2.4 Select the Main Category

Request to communicate with the Minister > Submit Minister Contact Request - Complaint

Submit Minister Contact Request - Complaint

- The types of contact to Minister
- In Which Sector Your Request Related?
- In Which Entity your request related?
- The main category**
- The subcategory
- Submit an MCR Complaint

The main category

Domains - Escalation of complaints <ul style="list-style-type: none"> Domains - Escalation of complaints 	Technical Problems Hire - Escalation of Complaints <ul style="list-style-type: none"> Technical Problems Hire - Escalation of Complaints 	Exceptions in the Ajir platform - Escalation of complaints <ul style="list-style-type: none"> Exceptions in the Ajir platform - Escalation of complaints
Note on Wage Protection - Escalation of Complaints <ul style="list-style-type: none"> Note on Wage Protection - Escalation of Complaints 	Suspension due to a note on the facility - Escalation of complaints <ul style="list-style-type: none"> Suspension due to a note on the facility - Escalation of complaints 	Technical glitch in the platform - Escalation of complaints <ul style="list-style-type: none"> Technical glitch in the platform - Escalation of complaints

2.5 Select the Subcategory

الهيئة العامة للغذاء والدواء
Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us

Customer Service 19911
معالج الطلبات

Request to communicate with the Minister > Submit Minister Contact Request - Complaint

Submit Minister Contact Request - Complaint

- 1 The types of contact to Minister
- 2 In Which Sector Your Request Related?
- 3 In Which Entity your request related?
- 4 The main category
- 5 **The subcategory**
- 6 Submit an MCR Complaint

The subcategory

Domains - Escalation of complaints

Previous

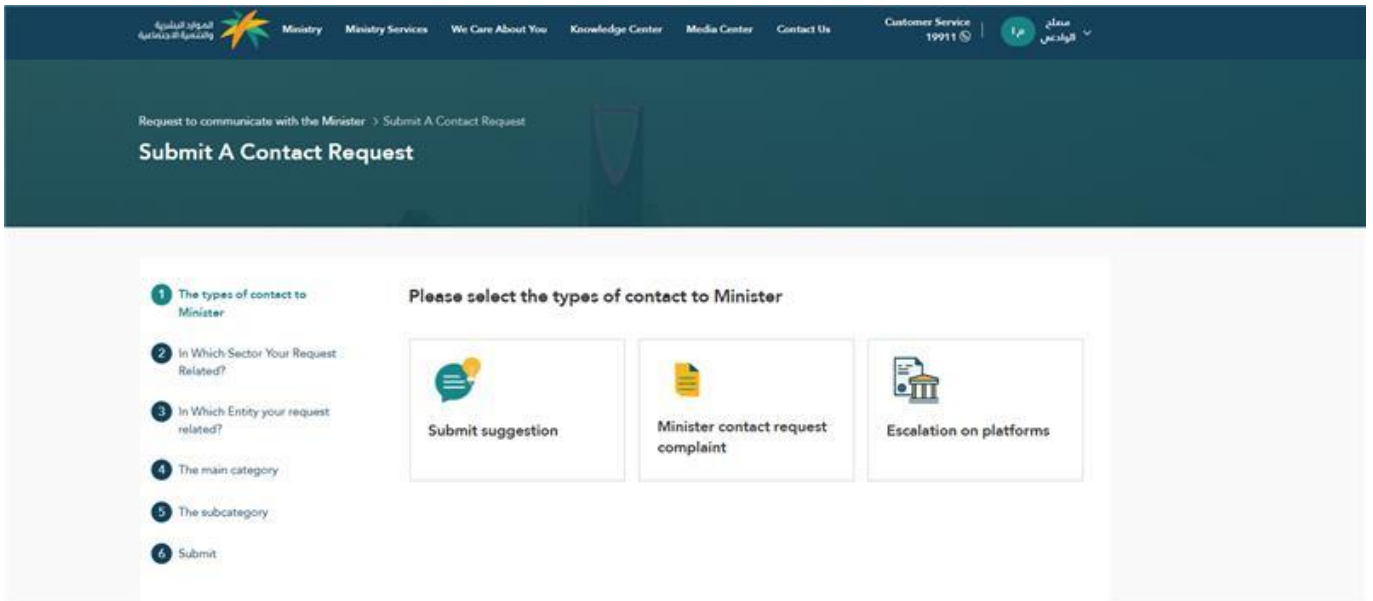
2.6 You must have a complaint that was previously resolved in Self-Service, then reopened, and solved again and the complaint must not exceed 30 days from the date it was reopened to appear in the list

2.7 Fill in the fields and press send

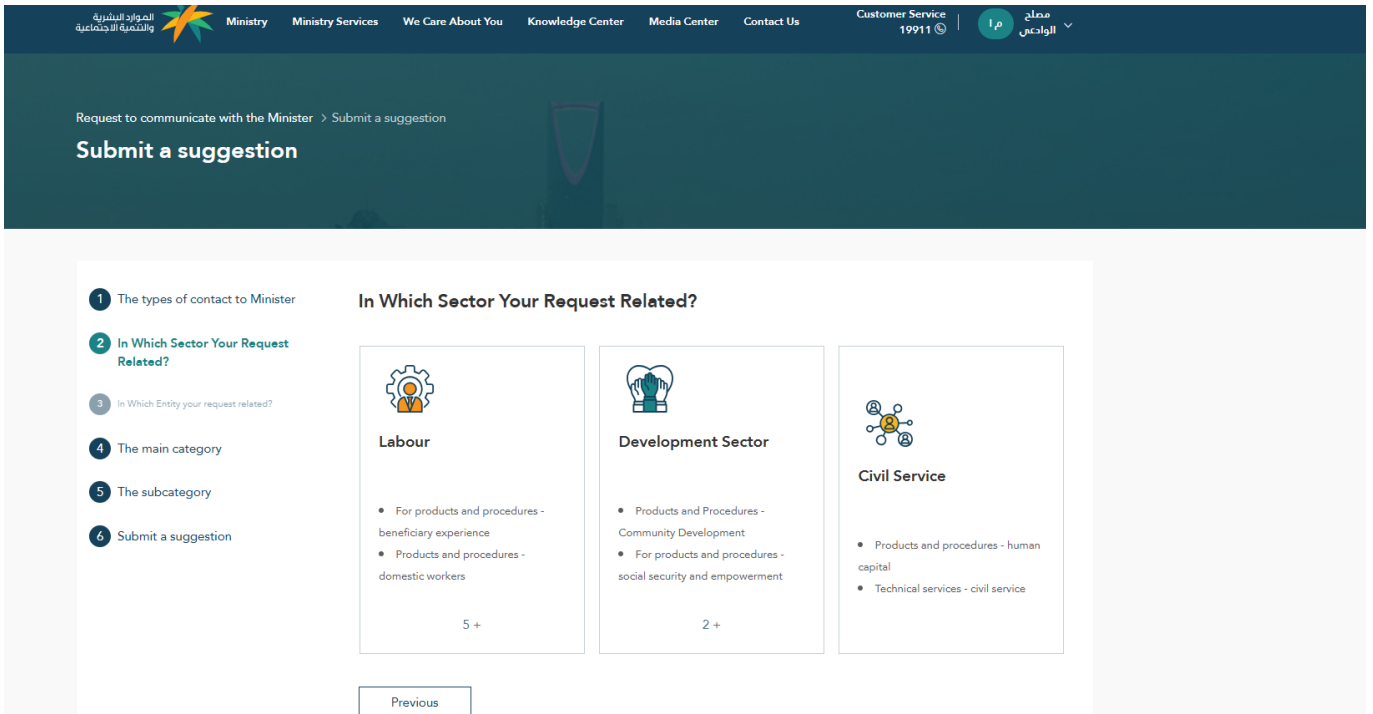
The screenshot shows a web form for submitting a complaint to the Minister. The page header includes the Ministry logo and navigation links: Ministry, Ministry Services, We Care About You, Knowledge Center, Media Center, Contact Us, Customer Service 19911, and a user profile icon. The breadcrumb trail reads: Request to communicate with the Minister > Submit Minister Contact Request - Complaint. The main heading is 'Submit Minister Contact Request - Complaint'. On the left, a vertical list of steps is shown, with the sixth step, 'Submit an MCR Complaint', highlighted in green. The form fields are: 'Complaint No. in UCRM' (a dropdown menu), 'Complaint Text' (a large text area with a 2000 character limit), 'Contact Info' section containing 'Email', 'Mobile', 'Region', and 'City' (all dropdown menus), and an 'Upload Files' section with a dashed border and instructions: 'Please Drag Files Here Or Click To Select' and 'Max File Size 5MB Files Type PDF, JPG, JPEG, PNG, DOCX, XLSX'. At the bottom, there are 'Previous' and 'Send Complaint' buttons.

3. How to create Suggestion

3.1 Select Submit Suggestion



3.2 Select the Sector



3.3 Select the Main Category

Request to communicate with the Minister > Submit a suggestion

Submit a suggestion

1 The types of contact to Minister
2 In Which Sector Your Request Related?
3 In Which Entity your request related?
4 **The main category**
5 The subcategory
6 Submit a suggestion

The main category

Services - technical work <ul style="list-style-type: none">Services - technical work	Products and procedures - labor market policies <ul style="list-style-type: none">Products and procedures - labor market policies	For products and procedures - Labor Affairs <ul style="list-style-type: none">For products and procedures - Labor Affairs
For products and procedures - control and development of the work environment <ul style="list-style-type: none">For products and procedures - control and development of the work environment	Products and procedures - localization agency <ul style="list-style-type: none">Products and procedures - localization agency	Products and procedures - domestic workers <ul style="list-style-type: none">Products and procedures - domestic workers

3.4 Select the Subcategory

Request to communicate with the Minister > Submit a suggestion

Submit a suggestion

1 The types of contact to Minister
2 In Which Sector Your Request Related?
3 In Which Entity your request related?
4 The main category
5 **The subcategory**
6 Submit a suggestion

The subcategory

Services - technical work

Previous

3.5 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 | من نحن | الموقع الإلكتروني

Request to communicate with the Minister > Submit a suggestion

Submit a suggestion

- 1 The types of contact to Minister
- 2 In Which Sector Your Request Related?
- 3 In Which Entity your request related?
- 4 The main category
- 5 The subcategory
- 6 Submit a suggestion

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

4. How to create Escalation on platforms

4.1 Select Escalation on platforms

Request to communicate with the Minister > Submit A Contact Request

Submit A Contact Request

1 The types of contact to Minister

2 In Which Sector Your Request Related?

3 In Which Entity your request related?

4 The main category

5 The subcategory

6 Submit

Please select the types of contact to Minister

Submit suggestion

Minister contact request complaint

Escalation on platforms

4.2 Select the Sector

Request to communicate with the Minister > Submit MCR - Escalation on platform

Submit MCR - Escalation on platform

1 The types of contact to Minister

2 In Which Sector Your Request Related?

3 In Which Entity your request related?

4 The main category

5 The subcategory

6 Submit MCR - Escalation on platform

In Which Sector Your Request Related?

Labour

- QIWS platform
- Empowerment Platform

5 +

Development Sector

- QIWS platform
- Empowerment Platform

Civil Service

- QIWS platform
- Empowerment Platform

Previous

4.4 Select the Platform

The screenshot shows the 'Submit MCR - Escalation on platform' page. The header includes the Ministry logo and navigation links: Ministry, Ministry Services, We Care About You, Knowledge Center, Media Center, Contact Us, Customer Service 19911, and a user profile icon. The breadcrumb trail reads: Request to communicate with the Minister > Submit MCR - Escalation on platform. The main heading is 'Submit MCR - Escalation on platform'. A progress indicator on the left shows six steps, with step 3, 'In Which Entity your request related?', highlighted. The main content area is titled 'In Which Entity your request related?' and contains a 3x3 grid of platform options: Family counseling platform, Freelancing platform, Musaned platform, Qiwa platform, Empowerment Platform, Donation platform, Path platform, Remote work platform, and Flexible working platform.

4.5 Select the Main Category

The screenshot shows the 'Submit MCR - Escalation on platform' page. The header and breadcrumb trail are identical to the previous screenshot. The main heading is 'Submit MCR - Escalation on platform'. The progress indicator on the left shows six steps, with step 4, 'The main category', highlighted. The main content area is titled 'The main category' and contains three boxes for document-related categories: '-Issuing a document' (with a sub-item 'Issuing a document'), '-Document renewal' (with a sub-item 'Document renewal'), and '-Cancellation of the self-employment document' (with a sub-item 'Cancellation of the self-employment document'). A 'Previous' button is located below the first box.

4.6 Select the Subcategory

The screenshot shows the 'Submit MCR - Escalation on platform' page. The header includes the Ministry logo and navigation links: Ministry, Ministry Services, We Care About You, Knowledge Center, Media Center, Contact Us, Customer Service 19911, and a user profile icon. The breadcrumb trail reads: Request to communicate with the Minister > Submit MCR - Escalation on platform. The main heading is 'Submit MCR - Escalation on platform'. On the left, a progress indicator shows six steps: 1. The types of contact to Minister, 2. In Which Sector Your Request Related?, 3. In Which Entity your request related?, 4. The main category, 5. The subcategory (highlighted), and 6. Submit MCR - Escalation on platform. The main content area is titled 'The subcategory' and contains a dropdown menu with 'Issuing a document' selected. Below the dropdown is a 'Previous' button.

4.1 You must have a complaint that was previously resolved in Self-Service, then reopened, and solved again and the complaint must not exceed 30 days from the date it was reopened to appear in the list

4.2 Fill in the fields and press send

The screenshot shows the 'Submit MCR - Escalation on platform' page with the form completion step. The header and breadcrumb trail are the same as in the previous screenshot. The progress indicator shows six steps: 1. The types of contact to Minister, 2. In Which Sector Your Request Related?, 3. In Which Entity your request related?, 4. The main category, 5. The subcategory, and 6. Submit MCR - Escalation on platform (highlighted). The main content area contains the following fields: 'ComplaintNo. in (Platform) *' (dropdown), 'Complaint Text *' (text area with a 2000 character limit), 'Contact Info' section with 'Email *', 'Mobile *', 'Region *' (dropdown), and 'City' (dropdown). Below these is an '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'. At the bottom, there are 'Previous' and 'Send Complaint' buttons.

