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ABSHER, a “pioneering in providing e-services” dream, has now become a reality; it is the fruit of untiring efforts. “ABSHER” is not a project like other projects. It started as a full-pillar dream toward the transition to the e-government era, a promise to achieve the end of the paperwork. Since its introduction, ABSHER platform has provided more than 200 e-services to more than 15 million registered users.

Practically, ABSHER platform has made many accomplishments to raise the level of governmental performance to provide reliable services to the public, with maximum levels of information security, namely:

- Increase efficiency by executing business smoothly.
- Improve internal communications.
- Provide better services to beneficiaries.
- Meet citizens’ needs and expectations.
- Improve, develop, and engineer business processes.
- Raise customer satisfaction with the services.
- Support economic development programs.

In this guide, essential e-services and e-inquiries on the Absher platform addressed to the individuals, have been displayed, the guide offers these services classified according to the sectors involved in providing the service. We hope that this guide will be a useful reference for users to explain to them the current services, with our keenness to update it periodically to cover more new service.
Absher Awards

"Achievement Award"
The award for the co-operation between governmental agencies in order to provide the best government-government services through the e-government transactions program.

Employment Portal Service Award
The Digital ID Service and Self-Service Kiosks Award

The Unknown Soldier Award
In recognition of the efforts of the center and its employees in providing infrastructure, development and operation services for Absher services to all sectors of the ministry of interior.

Outstanding Project Award
The third e-government exhibition award for the GCC countries

Government Excellence Award
The third e-government exhibition award for the GCC countries

Achievement Award
Providing better service to community members “government-individual” category - Traffic documents - through the e-government transactions program.
**Absher Awards**

2015

"Achievement Award"
Providing better service to community members “government-individual” category - Traffic documents - through the e-government transactions program.

Strengthening the national economy «government-business» category - services transfer - through the e-government program - Yasser

2016

H.H. Sheikh Salem Al Ali Al Sabah Informatics Award

2017

11th Middle East Excellence Award
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- Authorization to Receive Female Sponsoree
- Sectors Visit Authorization (Passports, Civil Affairs, Traffic)
General Directorate of Passports E-Services
Issuing the Saudi passport

Beneficiaries:
Citizen registered and activated in “Absher” platform.

Requirements
• Select the citizen or his / her chosen family member to issue the passport
• Enter the passport issuance data and approve the assertion
• Availability of the national address to receive the passport through the Saudi post «Wasel»

Conditions:
• Payment of the Service Fees
• Payment of any traffic violations registered against the person requesting the service.
• Existence of a fingerprint and a photo of the citizen requesting the service.
• The citizen must be present in the Kingdom during the request of issuance.
• There is no valid passport for the citizen requesting to issue a passport, provided that he has not been added as a companion to another person’s passport.
• The Saudi passport issuing service includes the citizen (single/ head of household) and the family guardian can issue the passport for his family members as follow:
  • Passport can be issued for one of family member - male - if he is under 21 years of age and not married.
  • Passport can be issued for one of family member - female - if she is under 21 years of age.

Description:
To enable citizens to issue Saudi Arabian passport online.

FEES
300 SR for 5 years for each passport
600 SR for 10 years for each passport

NOTE
This service is limited for issuing only one passport (without added companions)
Renewing the Saudi passport

**Beneficiaries:**
Citizen registered and activated in “Absher” platform.

**Description:**
To enable citizens to renew Saudi Arabian passport online.

**FEES**
- 300 SR for 5 years for each passport
- 600 SR for 10 years for each passport

**Requirements & Conditions:**
- Payment of the renewal fees.
- Existence of a passport for the citizen whose passport required to be renewed.
- Payment of any traffic violations registered against the person requesting the service.
- Existence of a fingerprint and a photo for the citizen requesting the service.
- The citizen whose passport is to be renewed must be present in the kingdom during the renewal request.
- The Saudi passport renewal service includes the citizen (single/ head of household) and can issue the passport for his family members as follow:
  - For the male family member if he is under 21 years of age and not married.
  - For the female if she is under 21 years of age.

**NOTE**
This service does not include a lost or damaged passport.
Beneficiaries:

Citizen registered and activated in “Absher” platform.

Description:

To enable the users to issue and cancel travel permits for family members.

Conditions:

- Family member must have a national identity card or passport.
- Service includes unmarried males/ females under 21 years of age.
- The validity of a travel permit is the expiry period of the passport at maximum.
- If the permit is issued depending on the passport, and a maximum of five years.
- If the permit is issued depending on the «smart» national identity or the expiration date of the national ID card.
- In the event there are family members added to the passport, a permit issuer may choose any of them with the basic holder of the passport when issuing the permit.
- Any former valid permit must be canceled if issuance of a new permit is requested.
- The same conditions for the permit issued to the holder of the basic passport apply to the family members, knowing that the accompanying family members cannot travel without the passport holder.
- No travel permit can be issued to non-GCC countries for a person who does not have a valid passport.
- A travel permit issued depending on the national ID only includes GCC countries.
- No travel permit can be issued to non-GCC countries for a person who does not have a valid passport.
- A travel permit issued depending on the national ID only includes GCC countries.

NOTE

If a family member accompanies the passport holder, the dependent’s permit shall be canceled automatically upon cancellation of the passport holder’s permit.
Issue of Iqama (Residence Permit)

Beneficiaries:
Citizen and Resident registered in “Absher” platform and have family member or domestic worker.

Description:
To enable users to issue a residence identity “Iqama” for family member or domestic workers.

Conditions:
- Payment of the issuance fees in addition to the “delay violation” fees if any.
- Payment of traffic violations logged against the companion or worker if any.
- Existence of an entry number (border number).
- Passing the medical check for the Family member or worker in the approved medical centers.
- The Family member or worker must be inside the kingdom.
- The Family member or worker’s passport must be valid at the time of issuance.
- Registration of fingerprints and photo of the Family member or worker and his family members.
- Worker should not be registered as absent from work.

Fees
600 SR for domestic workers (farmer - herdsman)
500 SR for resident family member (18 years or order).
Renewal of Iqama (residence permit)

**Beneficiaries:**
Citizen and Resident registered in “Absher” platform.

**Description:**
To enable users with family members or domestic workers to issue an exit/re-entry or final exit visa.

**FEES**
- 600 SR for domestic workers (farmer - herdsman)
- 500 SR for resident family member (18 years or order).

**Conditions:**
- Payment of the renewal fees in addition to the “delay violation” fees if any.
- Payment of traffic violations logged against the worker.
- Fingerprint and photo of worker and his family members older than 15 years of age in the passport system.
- Worker’s passport must be valid at the time of renewal.
- Worker must be present in the kingdom.
- Worker is not registered as absent from work.
Issuance of exit/reentry or final exit visa

**Beneficiaries:**
Citizen and Resident registered in “Absher” platform.

**Description:**
To enable an individual with members or domestic workers to issue an exit/reentry or final exit visa for them.

**Conditions:**
- Payment of visa fees.
- Payment of all traffic violations logged against the family member, worker or employer.
- No previous violation for non-cancellation of any un-used previous visa.
- Person to whom the visa is to be issued must be inside the kingdom when issuing the visa.
- Validity of the individual’s passport to whom the visa is to be issued must be at least 60 days for the final exit visa, and at least 90 days for exit/reentry visa.
- Residence permit for whom the visa is to be issued must be valid.
- Person to whom the visa is to be issued must not have a vehicle registered in his name when issuing the final exit visa.
- Fingerprints for the individuals to whom the visa is to be issued (males and females from 15 years of age and older).
Cancellation of exit/reentry or final exit visa

**Beneficiaries:**

Citizen and Resident registered and activated in “Absher” platform.

**Description:**

To enable users who have family members or domestic workers to cancel the exit/re-entry or final exit visa.

**Conditions:**

- No prior violation of visas cancellation.
- Visa cancellation must be completed within 90 days from the date of issuance or before the return date (whichever is first)
- If the visa is not canceled within the specified period, fines will be applied according to the systems.
- Person whose visa is to be canceled must be inside the kingdom during the visa cancellation.
Extension of visit visa

**Beneficiaries:**

- Resident Expats registered and activated in “Absher” platform.

**Requirements**

- Visa may be extended more than once; provided that the total period of the extensions does not exceed six months, (180 days), and this excludes the Syrian nationals.
- The extension period shall be equal to the duration of the basic visa.
- The person authorized to extend the visit visa is the visit requestor only.
- The visa can be extended six days before its expiry and only three days after the expiry, after which the extension cannot be possible.

**Conditions:**

- The visa to be extended must be valid for a week or less.
- There must be no traffic violations logged against the visitor.
- Visitor must be present inside the kingdom.
- Visitor’s passport must be valid.
- Payment of visa extension fees.

**Description:**

To enable user to request an extension of Family Visit Visa only.

**FEES**

100 SR for the extension of the visit visa.
Authorization to receive female workers arriving for work

**Beneficiaries:**
Citizen and Resident registered and activated in “Absher” platform.

**Description:**
To enable the user to delegate another person to receive his female worker upon arrival for work.

**Conditions:**
- Female workers arriving for work can enter through the following airports: (King Khalid international airport - King Abdulaziz international airport - King Fahd international airport - Prince Mohammed bin Abdulaziz international airport).
Reporting domestic workers’ absence from work

Beneficiaries:
Citizen and Resident registered and activated in “Absher” platform.

Description:
To enable users registered and activated in “Absher” platform report the absence of their domestic worker.

Conditions:
- Absence of workers, holding valid residence permits only, shall be reported.
- No valid absence notice logged earlier through the portal or passport offices that relates to the absence of a worker.
- No «waiver» for services transfer registered in the e-portal.
- No final exit visa that has been issued to the worker.
- Reporting shall be for one time only for each worker.
- Absence notification cannot be canceled through Absher; but it can be done through the expatriate affairs department.

NOTE
Passport department must be reviewed within 90 days after receiving the text message, in order to hand over the worker’s passport and residence permit.
Transfer of domestic workers services

Beneficiaries:

Citizen who have domestic workers registered in the National Information Center system.

Description:

To enable users who are registered and activated in “Absher” platform to transfer the services of domestic workers electronically.

Conditions:

- No traffic violation logged against the new employer or the domestic worker.
- The status of the new employer, the old employer and the domestic worker must be “living”.
- The new employer must not be wanted by security authorities.
- The domestic worker has not been reported as «runaway» in the system.
- Chadian domestic workers are excluded from this service.
- Services of domestic workers under the age of 25 cannot be transferred.
- A married male employer and a divorced or widowed female can sponsor up to 4 domestic workers.
- The maximum number of transfers for a domestic worker is 4 only.
- Domestic worker’s resident identity must be valid for 15 days or more upon services waiver.
- Domestic worker services cannot be transferred more than once within 24 hours.

FEES

2000 SR for the first time
4000 SR for the second time
6000 SR for the third time
Beneficiaries:
Citizen and Resident registered and activated in “Absher” platform.

Conditions:
First: for the employer:
- The sponsor must be living.
- Employer must not be wanted by security authorities.
Second: for the employee:
- Employee must be living.
- Not be wanted by the authorities.
- No traffic violations.
- Employee must be present in the kingdom during the service request.
- Not registered in the system as «runaway.»
- Information of expired passport, or a passport that is valid for 6 months or less shall not be updated.
- Passport has not been modified during the past 5 years through Absher.

Description:
To enable users to update the information of passports of their sponsored individuals electronically.
Booking an Appointment

Beneficiaries:

Citizen and Resident registered and activated in “Absher” platform.

Description:

To enable users to book an appointment for service at the passport department.
Requesting permit to enter Makkah during Hajj season for domestic workers

Beneficiaries:
Citizen and Resident registered and activated in “Absher” platform.

Conditions:
• The start and end date of the permit must be from 1-12 to 20-12.

Description:
To enable users to request a Permit to enter Makkah during the Hajj season for his domestic workers. If the permit is approved, user will be notified and can print the approved permit.
Muqeeem Print Request

**Beneficiaries:**
Citizen and Resident registered and activated in “Absher” platform.

**Conditions:**
- This report is not an official document proving a resident’s identity; it is a supplementary report for the purpose of submission to a relevant department to execute some services at the department.
- The validity of the report is 30 days from the issuance date and is subsequently canceled after that. The report can be validated by the department through the query service in Absher by entering the report’s reference number and the resident’s ID number.

**Description:**
To enable users to extract and print the basic information of domestic workers electronically.
Issuing final exit visa during probationary period

**Beneficiaries:**
Citizen and Resident registered and activated in “Absher” platform.

**Description:**
To enable employer to issue a final exit visa during the probationary period for domestic worker.

**Conditions:**
- The total number of domestic and non-domestic workers must not exceed one hundred workers.
- The worker (sponsoree) must not have been be registered as dead, absent from work or outside the Kingdom of Saudi Arabia.
- There must be no unpaid traffic violations logged against the employer or the worker.
- Workers passport validity must be 60 days or more.
**Query New Arrived Labors and Visitors**

**Description:**
The service displays to the citizens and residents the statement about all the workers and visitors arriving in the kingdom during the last three months and no resident identities have been issued for them.

- **Beneficiaries:** Citizen and resident

**Service Inputs:**
- Employer’s number
- Employer year of birth
- Image code

**Public Query Finger Print Enrollment**

**Description:**
The service enables the citizens and residents to inquire and verify that their fingerprints have been enrolled in the MoI systems.

- **Beneficiaries:** Citizen and resident

**Service Inputs:**
- ID or resident ID number
- Image code

**Public Query of Worker Arrivals**

**Description:**
The service displays for the citizen and resident a statement and information about all workers who have entry and reentry visa, along with the visa information and the date, port of the last entry into the kingdom.

- **Beneficiaries:** Citizen and resident

**Service Inputs:**
- Sponsor ID number
- Residence permit number
- Residence expiration date
- Image code

**Public Query Health Insurance Validity (For Residents)**

**Description:**
The service enables the residents to verify the health insurance validity in their records at the Ministry of Interior.

- **Beneficiaries:** Citizen and resident

**Service Inputs:**
- Resident ID number
- Image code
Public Query of Exit/Re-Entry Visa Status

Description:
The service is used to inquire validity, type and details of Exit/Re-entry Visa.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- Resident ID number
- Sponsor ID number
- Image code
- Visa number or passport number

Query Iqama Expiry Service

Description:
The service enables the citizens and residents to enquire about the iqama expiry information.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- Resident ID number
- Image code

Query Travel Log Information

Description:
The service enables the users to inquire about their Travel Records over the past years.

- **Beneficiaries:** Citizen and resident

Accessing the Service:
- Login to Absher
- Dashboard
- Travel record

Query Hajj Eligibility

Description:
This service enables citizen and resident to inquire about their eligibility to perform Hajj this year, by verifying that they have not performed Hajj during last five years.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- Resident ID number
- Image code
Query Resident Report

Description:
To enable Citizens and Residents to inquire about a resident report.
- **Beneficiaries:** Citizen and resident

Service Inputs:
- Reference number
- Iqama (residence permit) number
- Visible Code

Display Sponsorees

Description:
To enable Citizens and Residents to display all the sponsorees.
- **Beneficiaries:** Citizen and resident

Accessing the Service:
- Login to Absher
- Sponsorees Services\ Inquiries
- Display Sponsorees

Query Border Number

Description:
To enable a resident, an employer, or the GCC citizens to inquire about the border number that is recorded in the Saudi passport system.
- **Beneficiaries:** Citizen and resident

Accessing the Service:
- Login to Absher
- Inquiry Services\ Query Border Number

Awdah Service

Description:
This service allow all residents (legal and violators) and visit, tourism visa holders inside the Kingdom of Saudi Arabia to submit an application to return to their countries electronically via Absher platform. Once their request is approved, The travel procedures will be arranged.
- **Beneficiaries:** all residents (legal and violators)

Conditions:
fingerprint for the applicant should be registered in passports department

Accessing the Service:
- Login to Absher
- Inquiry Services\ Awdah
General Directorate of Traffic
E-Services
Beniciaries:

Citizen and Resident registered and activated in “Absher” platform.

Conditions:

- This service includes only renewing private driving and motorcycle driving licenses.
- Renewing motorcycle licenses for ten years.
- Payment of renewal fees.
- Payment of traffic violations.
- Validity of driving license must be less than 180 days.
- Medical examination through certified medical centers.

Description:

To enable users to renew their driving license online.

Fees

40 SR per year for private driving license
200 SR for motorcycle driving license (10 years)
Beneficiaries:
Citizen and Resident registered and activated in “Absher” platform.

Conditions:
- Valid insurance policy for the vehicle.
- Valid Vehicle’s Periodic Inspection.
- Payment of renewal fees and delay fine, if any.
- Payment of traffic violations.
- Validity of vehicles registration must be less than 180 days.

Description:
To enable users to renew their vehicles registration online.

Fees
100 SR per year
**Beneficiaries:**

Citizen and Resident registered and activated in “Absher” platform.

**Description:**

To enable the individual to add an authorized driver to his vehicle online.

**Conditions:**

- The authorized driver can drive the vehicle inside or outside the kingdom according to the type of authorization (external or internal); the external authorization enables the authorized driver to drive the vehicle internally.
- No more than one authorized driver can be added to the vehicle, whether the authorization is internal or external.
- Vehicle’s Registration must be valid. Vehicle should not have a report against it; its insurance must be valid.
- Authorized driver must have a valid driving license.
- Authorization should be from a citizen to another citizen; from a citizen to his employee.
**Beneficiaries:**
Citizen and Resident registered in “Absher” platform.

**Description:**
To enable users to add an actual user to one of their vehicles online.

**Conditions:**
- Only one user can be added to the vehicle.
- Vehicle’s Registration must be valid. Vehicle should not have report against it; its insurance must be valid.
- The user is entitled to drive inside the kingdom only.
- User cannot be added except on private vehicles only.
- Valid driving license.
- This service for citizens only.

**NOTE**
Traffic violations will be recorded for actual user, if there is no authorized user on the vehicle.
Beneficiaries:
Citizen and Resident registered and activated in “Absher” platform.

Description:
To enable users to cancel vehicle user for his vehicle.

Conditions:
- Authorization cannot be canceled in the event of the authorized user has traffic violations.
- Validity of Vehicle’s Registration.
Co-Ownership Requests

Beneficiaries:
Citizen and Resident registered in “Absher” platform.

Conditions:
- The authorized driver should approve at the date of issuance.

Description:
This service allows users to approve or reject incoming requests for vehicle co-ownership.
Dispute Traffic Violations

**Beneficiaries:**
Citizen and resident registered in “Absher” platform.

**Conditions:**
- Traffic violation should not exceed 30 days from issuing date.
- You cannot dispute a traffic violation that has been previously disputed through Absher and the competent committee has issued a decision.
- If there is an active dispute under processed for the same person, new dispute cannot be applied.
- The disputer has the right to submit any number of disputes electronically unless the number of rejected disputes is five for each Hijri year.

**Description:**
This eService allows disputing traffic violations registered by (General Department of Traffic) or any other authority authorized to apply the traffic system and its executive regulations.

**NOTE**
Traffic violations information with images are displayed as a report. The report can be displayed only twice during 30 days from its registration date.
Beneficiaries:

Saudi females who are registered and activated in Absher platform

Description:

To enable Saudi females to book an appointment to replace an international driving licence with a Saudi one.
Vehicle Sale Service

Beneficiaries:

Citizen who are registered and activated in Absher platform.

Requirements

- Seller and buyer must have registered and activated accounts in Absher platform.
- Seller and buyer must have bank accounts.

Conditions:

- Payment of the Service Fees.
- Viewing the vehicle and agreeing on the price.
- No traffic violations on the buyer.
- Buyer must meet with the seller after the payment of the vehicle’s value and choose «vehicle delivery».

Description:

To enable the citizen to sell a private vehicle and transfer ownership online, after contracting with the buyer and completing the technical inspection of the vehicle.

FEES

200 SR

After choosing «Vehicle Delivery», the ownership of the vehicle will be transferred to the new buyer, and the vehicle’s value will be deposited to the seller.
Query Traffic Violations

Description:
This e-service enables users to enquire about the traffic violations registered to themselves or to one of their family members or sponsored labor.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- ID Number
- Image code

Public Query Vehicle Insurance Validity

Description:
This e-service enables users to enquire about the Vehicle Insurance Validity.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- ID Number
- Plate Number
- Image Code

Public Query Traffic Violation

Description:
This e-service enables users to enquire about the traffic violations registered to themselves or to one of their family members or sponsored labor and raise objection if any.

- **Beneficiaries:** Citizen and resident

Service Inputs:
- ID Number
- Plate Number
- Image Code

Detailed Query Traffic Violation

Description:
This e-service enables users to enquire about the details of the recorded traffic violation on him or on one of his family member.

- **Beneficiaries:** Citizen and resident

Accessing the Service:
- Login to Absher
- Electronic Services /Inquiries /Traffic /Detailed Query Traffic Violation
**Query about Vehicles I’m Authorized For**

**Description:**
This service allows you to manage the authorizations and/or ownership rights given to you by other vehicle owners.

- **Beneficiaries:** Citizen and resident

**Accessing the Service:**
- Login to Absher
- Traffic Services
- Vehicles I am Authorized For
- Vehicles I am authorized to drive

**Query Reserved Vehicles Service**

**Description:**
This service enables citizen and resident to inquiry about the site of a reserved vehicle within more than 340 reservation sites; this service shows vehicle’s type and reservation date.

- **Beneficiaries:** Citizen and resident

**Accessing the Service:**
- Login to Absher
- Vehicle Services/Inquiries
- Query Reserved Vehicles

**Query Traffic Violations for Visitors**

**Description:**
To enable the Gulf visitors and expatriates to inquire about the traffic violations logged against them.

- **Beneficiaries:** Citizen and resident

**Service Inputs:**
- Violation must has been registered inside the Kingdom of Saudi Arabia
- Inquiry can be through one of the following documents (border number or passport or national ID or residence permit number or identity of a Saudi resident in a Gulf country or a population card for the Kingdom of Bahrain’s population)

**Accessing the Service:**
- Login to Absher
- Inquiry Services/Query traffic violations for visitors
General Department of Expatriates Affairs E-Services
**Beneficiaries:**

Citizen and resident registered in “Absher” platform.

**Description:**

To enable users to book an appointment with Istiqdam office to request admittance for their family members (wife and children).
Labor Importation Information

Description:
This e-service enables users to enquire about their Istiqdam requests.
- **Beneficiaries:** Citizen and resident

Service Inputs:
- Sponsor ID
- Reference Number
- Image code

Accessing the Service:
- Login to Absher
- Labor Importation
- Labor Importation Information

Public Query Labor Importation

Description:
This service allows users to obtain information about the total number of imported laborers at Ministry of Labor.
- **Beneficiaries:** Citizen and resident

Accessing the Service:
- Login to Absher
- Istiqdam Services/ Istiqdam Information
Ministerial Agency of Civil Affairs E-Services
Beneficiaries:
Citizen registered and activated in “Absher” platform.

Requirements
- Select the citizen or his / her chosen family member to issue the passport
- Enter the passport issuance data and approve the assertion
- Availability of the national address to receive the passport through the Saudi post «Wasel»

Using the Service:
Online reporting should include the following documents:
- ID number.
- Family Register.
- Birth Certificate.
- Death Certificate.
- Attaching form No. 58 from Civil Affairs Agency.

After confirming the report, it cannot be canceled via Absher.
Losing national identity is reported only through the cardholder’s account.
Beneficiaries:

Citizen registered and activated in “Absher” platform.

Using the Service:

• User is enabled to request a replacement for the following documents:
  • ID card.
  • Family Register.
• User can request a replacement for his lost document only after reporting.
• User can make an appointment to issue his lost document after 14 days from the date of submitting the application.
• Replacement Document cannot be requested for the same document.
• Booked appointment at Civil Affairs cannot be modified or canceled.

Description:

To enable users to request the issuance of lost ID card and Family Register and to book an appointment for re-issuance.
Beneficiaries:

Citizen and resident registered and activated in “Absher” platform.

Description:

To enable users to book an appointment with Civil Affairs office for selected services.
**Beneficiaries:**

Citizen and resident registered and activated in “Absher” platform.

**Description:**

To enable users to communicate with Ministerial Agency of Civil Affairs, and facilitate procedures for complaints, observations and proposals to the public Administrations in the Regions and Governorates.
**Beneficiaries:**

Elderly citizen and citizen with special needs.

**Description:**

To enable the elderly and citizens with special needs to request Civil Affairs Service at home.

**Using the Service:**

- If the beneficiary is aged 85 or over, the application is submitted directly without attaching a medical report.
- If the beneficiary is 84 years of age or less, he/she is required to submit documentation indicating his/her need for the service (for example: medical report).
- User can select more than one service per application.
Beneficiaries:
Citizen registered and activated in “Absher” platform.

Description:
Enables citizens to authorize a Governmental sector to view his/her authorized information with Civil Affairs.
Martyrs of Duty

Beneficiaries:
Martyrs of duty's family members, children, wives and martyr's parents.

Service Terms
- Offered to martyrs of duty’s family members.

Description:
To enable martyrs of duty’s family members to request Civil Affairs services at home.
Introduce family member Service

**Beneficiaries:**
Citizen registered and activated in “Absher” platform.

**Requirements**
- Attaching photo of family member for matching.
- Book an appointment.
- Bring all service requirements listed in the appointment service.

**Using the service:**
- Family member to be introduced (males should be older than 14 years, 10 months and up to 18 years old) females «daughters or wives» (should be older than 14 years and 10 months).
- Service user should be either the Father or the Mother.
- Service cannot be used for family member who has ID or has been introduced before.

**Description:**
To enable parents to introduce their family members (son/daughter/wife) without accompanying them to the Ministerial Agency of Civil Affairs branches.
Register Newborn Service

**Beneficiaries:**
Citizen registered and activated in “Absher” Platform.

**Requirements**
- Completing delivery report from the hospital.

**Conditions:**
- Registering is allowed for newborn inside the Kingdom only.
- Registration should be within 30 days of completing delivery report.

**Description:**
To allow parents to register newborns electronically.
**Beneficiaries:**

Citizen registered and activated in “Absher” Platform.

**Conditions:**

- Applicant must be Saudi citizen.
- Applicant must be male.
- Applicant must have a registered Wasel address.

**Description:**

To enable Saudi male citizens to issue family card after marriage and delivered to their registered Wasel address through Postal service.
Family register for Mothers

**Beneficiaries:**

Registered and activated mother citizenship in “Absher” Platform.

**Conditions:**

- To be Saudi national.
- The applicant must be registered in Wasel postal.
- The applicant’s condition should be one of the following:
  - aaa

**Description:**

To enable mothers to issue a family register.

In the event a previous family register is issued, a new registry will not be issued except in the following cases:

- Change in status of applicant.
- Change in the number of family members.
- Change the name of the applicant or the name of a family member.
Query NIN Expiry

Description:
To enable citizen to enquire about the National ID Number “NIN” validity information.
- Beneficiaries: Citizen

Service Inputs:
- National ID Number
- NIN version
- Image code
Authorizations Services
Beneficiaries:
Citizens and residents registered and activated in “Absher” platform.

Requirements and Service Terms
Authorized persons must accept the request.

Description:
To enable users to issue or cancel authorization to another user (authorized person) to use specific services in Absher electronically.
Beneficiaries:

Citizens and residents registered and activated in "Absher" platform.

Using the Service:

- Authorized person should be at least 18 years old.
- Authorizer can authorize another user to review specific sector and specific service.
- Authorizer cannot authorize more than one authorized user for the same sector in the same time.
- Authorized person cannot be a resident; however residents can issue authorizations.
- Authorization duration is 7 days since its issuance.
- Wanted person or dead user cannot use the service whether authorizer or authorized person.

Description:

To enable users to authorize others to review sectors and carry out transactions on their behalf.
Directorate General of Prisons
E-Services
**Beneficiaries:**
Citizens and residents registered and activated in “Absher” platform.

**Using the Service:**
- The visitor should be registered at The Directorate General of Prisons as a “Visitor” for a specific prisoner whom he/she wants to visit.
- Appointment should be booked prior to the visit.
- The visitor cannot attend on a day other than the booked day.

**Description:**
To enable prisoners’ relatives who are registered and activated in the prison system to book appointments to visit relatives.

**NOTE**
You must register in the prison system before using the service for the first time.
Payment for the prisoners with financial cases (Furijat)

Beneficiaries:

Citizens and residents registered in the Absher platform.

Description:

To enable the user to search for prisoners who have been imprisoned because of their inability to pay back debts, to contribute full or partial of outstanding sum required to release the prisoner.

NOTE

Prisoner name not displayed when viewing prisoner’s list.
Beneficiaries:

Citizens and residents registered and activated in “Absher” platform.

Description:

To enable the individuals to submit online and follow-up their complaints against prisons and detention centers in relation to the oversight role with respect to verifying the arrest legality or imprisonment or related to the prisoners or detainees’ privacy or the arrest of a prisoner in places that are not designated for detention.

A complaint / report should be raised one time, new complaint / report cannot be raised unless the previous one is processed.
Inquirers Services
Query about Public Violations

Description:
To enable citizen and resident to view all violations issued by government sectors registered under the violation platform.

- **Beneficiaries:** Citizen and Residents

Accessing the Service:
- Electronic Services
- Inquiries
- Violations
- Public Violations
General Services
Beneficiaries:
Citizens and residents registered in “Absher” platform.

Using the Service
- Must be at least 8 characters long.
- Must contain a lowercase character.
- Must contain a numeric character.
- Must not contain a portion of User ID longer than half its length.
- Must not repeat a character more than half the length of the password.
- Confirmation password must match the password.

Description:
To enables users to reset their passwords

NOTE
If you are unable to complete the previous steps, you should check the nearest activation center or self-service machine to reset your password.
**Beneficiaries:**

Citizens and Residents registered and activated in “Absher” platform.

**Description:**

This service enables user to view the request that sent from sectors. You can either accept or reject the request. You can also review request submitted previously, whether approved or rejected.
**Beneficiaries:**

Citizens and residents registered and activated in “Absher” platform.

**Requirements**

- Iqama issued within 90 days.
- Vehicle registration renewed within 90 days.
- For passport, if you did not request the postal delivery within the passport services (renewal or issuance services), you cannot request the delivery through this service.

**Description:**

The user can request postal delivery for some documents, which have been issued via Absher within specific days as following:
Authenticate Rental Contracts

**Beneficiaries:**
Citizens and residents registered and activated in “Absher” platform.

**Description:**
To enable the user to authenticate tenancy contracts created through Rental Services E-Network (hereinafter referred to as «Ejar») that are registered under your identity (National ID / Resident ID), whether you are a lessor, a tenant, or a tenant representative.

**Requirements**
- This service only displays tenancy contracts that are under authentication.
- In case a tenancy contract is not displayed in this service, the real estate broker who created the contract should be reviewed.
- Authentication of a tenancy contract is accepted by the lessor, and then accepted by the tenant or tenant representative.

*In case a tenancy contract that is displayed in this service is to be amended before its authentication, the following must be followed:*
- Reject contract authentication.
- Contract is amended by the real estate broker who has created it.
- Amended contract is submitted for authentication (this service).
- Tenancy contracts displayed in this service will be hidden in each of the following cases:
  - When contract authentication is accepted by both parties.
  - When contract authentication is rejected by either party.
  - When the period available for contract authentication expires.
- The period available for accepting or rejecting contract authentication by the lessor, as well as the tenant or tenant representative, is limited to 7 days.
- For inquiries and information regarding authentication of tenancy contracts, please contact the Ministry of Housing at 920005226 or through Ejar System website www.ejar.sa
Beneficiaries:
Convoys authorized in the Ministry of Hajj regulations, and pilgrims inside the Kingdom

Description:
To enable the registered convoys to issue Hajj permits electronically, and enable regulators to verify issued permits. The service also allows pilgrims to print their hajj permit after issuance.

Service terms
- Registration of pilgrims and the convey in systems of Ministry of Hajj and Umrah
- Registration of Hajj convoys on “Absher platform” through passports or civil affairs
- Include the name of the pilgrim within the recorded convoy.
Beneficiaries:

Citizens and Residents registered and activated in “Absher” platform.

Description:

To enable to communicate with the emirates of regions and sectors of the Ministry of Interior electronically.
E-inquiries about travel restrictions and services

Beneficiaries:
Citizens and Residents registered and activated in “Absher” platform.

Description:
To enable users to online inquire travel restrictions and services registered to them and see the details.
**Beneficiaries:**

Citizens and Residents registered and activated in “Absher” platform.

**Description:**

To enable users to inquire about funds available in their service account.

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**NOTE**

You can retrieve the amount in ABSHER services through the bank account that was paid from it or by contacting the National Center “A’amer” via the number 199099.
It only takes a few minutes to get username and password. User will gain access to more than 200 web-based services. Online services include:

- Job services.
- Passports services.
- Civil Affairs services.
- Traffic Services.

Many more of important services are continuously added on Absher platform.

How can I register in Absher platform?

- Click on “New User” then follow the next steps:
- Entering User Info:
  - Enter your ID/residence ID number.
  - Entering an invalid mobile number will result in registration failure.
  - Using someone else’s identity instead of your own identity in registration is illegal.
  - This is your private mobile number. Please don’t use it in any other account to avoid number cancellation.

When you complete entering this data, an activation code will be sent to the phone number; now you only have to activate your account through one of the following:

- Registration and Activation Offices.
- Banks.
- Self-service machines.
Registration and activation in Absher Services

First: Activation through (Passports and Civil Affairs) employees:

To know Registration and Activation Offices, follow the following steps:

- Login Absher portal.
- Click on “Registration and Activation Centers”.
- Select “Staff for Activation in Absher portal” drop menu.
- Select the region where you want to activate your account.
- You can see the activation staff in cities and governorates through displayed table.
- Visit the Appropriate location for you to complete your activation.
Second: Activation through Banks
To locate self-service machines, follow the following steps:

- Login Absher portal.
- Click on “Self-service Registration & Activation Machines”.
- Select “Self-service Registration & Activation Machines” drop menu.
- Select the region where you want to activate your account.
- You can see Self-service Registration & Activation Machines in cities and governorates through displayed table.
- Visit the Appropriate location for you to complete your.