



# Service Guide

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## Introduction

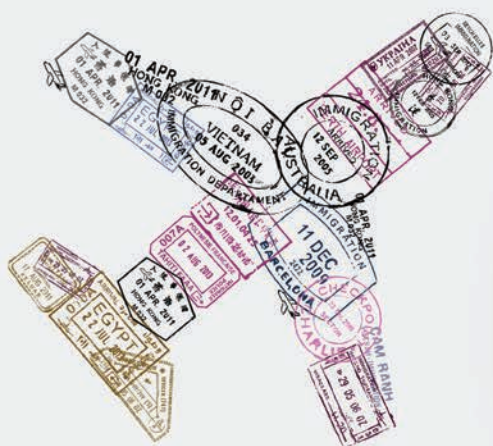
ABSHER, a “pioneering in providing e-services” dream, has now become a reality; it is the fruit of untiring efforts. “ABSHER” is not a project like other projects. It started as a full-pillar dream toward the transition to the e-government era, a promise to achieve the end of the paperwork. Since its introduction, ABSHER platform has provided more than 279 e-services to more than 23 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.





## 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



### How to access the service

My Services > Service > Passport > Issuing the Saudi 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.



### 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 passport can be renewed for a family member who is under 21 years old only. While the user can implement the service through his/her account in Absher platform if he/she is in the age of 21 years or older.
- Passport applicant with age less than 21 years can renew their passport for 5 years only.
- Passport applicant with age equal or greater than 21 years can renew their passport for 5 or 10 years



### 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



### How to access the service

My Services > Service > Passport > Renew the Saudi passport

#### NOTE

This service does not include a lost or damaged passport



## Minor Passport Issuance



### Beneficiaries:

Citizen registered and activated in "Absher" platform.



### Conditions:

- Existence of a Wasel address registered in the Saudi Postal systems, in order to deliver the issued passport to it.
- Passport can be issued for only 5 years if the family member is under 15 years of age.
- Family member has not been issued a No national ID card.
- Payment of passport issuance fees according to the chosen validity period.
- Family member must be present inside the Kingdom of Saudi Arabia.
- Family member does not have a passport.
- Beneficiary must be alive.



### Description:

The service enables you to issue a Saudi passport for your family members under 15 years of age, who did not enroll their fingerprints in the Mol systems.



### FEES

300 SR for 5 years for each passport



### How to access the service

Family Members Services > Service >  
Minor Passport Issuance





## Minor Passport Renewal



### Beneficiaries:

Citizen registered and activated in "Absher" platform.



### Conditions:

- Passport can be renewed for only 5 years if the family member is 15 years of age
- Family member has not been issued a national ID card
- Payment of all traffic violations logged against the family member
- Family members under 15 years of age must not have a fingerprint IN the Mol systems.
- Payment of passport renewal fee according to the chosen validity period
- Family member must be present inside the Kingdom of Saudi Arabia
- Family member must be alive
- Current passport must not be lost or damaged
- Passport will be renewed after the passport officer's approval
- Recent photo (not exceeding 6 months) of a family member under 15 years of age must be attached when sending the renewal application



### Description:

The service enables you to renew the Saudi passport of your family members under 15 years of age online, with an option to deliver the passport through the Saudi Post.



### FEES

300 SR for 5 years for each passport



### How to access the service

Family Members Services > Service >  
Minor Passport Renewal

### NOTE

Please visit a Saudi post branch with the renewal document and the old passport.



## Travel Permits for Family Members



### Beneficiaries:

Citizen registered and activated in "Absher" platform.



### 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.



### Description:

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



### How to access the service

My Services > Service > Passport > Travel Permits for Family Members

#### 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.



## Issuance of Iqama (residence permit)



### Beneficiaries:

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



### 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.



### Description:

To enable users to issue a residence identity «Iqama» for family member or domestic workers.



### FEES

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



### How to access the service

#### For Family Members:

Family Members > Service > Passport > Issuance of Iqama

#### For Workers:

Workers > Service > Passport > Issuance of Iqama



## Renewal of Iqama (residence permit)



### Beneficiaries:

Citizen and Resident registered in "Absher" platform.



### Conditions:

- Payment for the desired period for Iqama renewal .
- Selected Beneficiary should not have any unpaid traffic violation.
- Selected Beneficiary passport should be valid.
- Selected Beneficiary should not be registered as absent.
- Selected Beneficiary and his family members (if over 6 years old) should have fingerprint and photo registered in MOI system.
- Selected Beneficiary must not have any family members included in his Passport. Each family members must have a separate passport.



### 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).



### How to access the service

#### For Family Members:

Family Members > Service > Visas

#### For Workers:

Workers > Service > Visas





## Issuance of exit/reentry or final exit visa



### Beneficiaries:

Citizen and Resident registered in “Absher” platform.



### 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).



### Description:

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



### How to access the service

#### For Family Members:

Family Members > Service > Visas

#### For Workers:

Workers > Service > Visas



## Extend Exit Re-Entry Visa for sponsorees outside kingdom



### Beneficiaries:

Citizen and Resident registered in "Absher" platform.



### Conditions:

- Paying the visa extension fees.
- The employer and worker or family members (the individual to whom the visa will be issued) must not be registered with one of the following cases (dead, runaway or has a recruitment (Istigdam) violation)
- The individual to whom the visa will be issued must be outside the kingdom at the time of visa extension.
- The (return-before date) can be 7 days before the residence permit expiry date; (terms and other service requirements will be applied)
- Residence permit validity must be equal to or more than (90 days plus the number of days entered), in the event of extending a single exit-reentry visa for which the duration in days was chosen.



### Description:

To enable the citizens and residents to extend the exit-reentry visa for the family members or domestic workers – who are outside the kingdom – online



### FEES

100 SR for a single visa  
200 SR for multiple visa



### How to access the service

#### For Family Members:

Family Members > Service > Extend Exit Re-Entry Visa for sponsorees outside kingdom

#### For Workers:

Workers > Service > Extend Exit Re-Entry Visa for sponsorees outside kingdom

### NOTE

- In case of "Return date option" the selected date is the last date of return to Saudi Arabia.
- Gregorian date will be considered if there is a difference with Hijri Date.



## Cancellation of exit/reentry or final exit visa



### Beneficiaries:

Citizen and Resident registered and activated in "Absher" platform.



### 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.



### Description:

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



### How to access the service

#### For Family Members:

Family Members > Service > Visas

#### For Workers:

Workers > Service > Visas



## Issuing final exit visa during probationary period



### Beneficiaries:

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



### 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.
- Worker's passport validity must be 60 days or more.



### Description:

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



### How to access the service

Workers > Service > Issuing final exit visa during probationary period





## 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.



### How to access the service

**For Family Members:**

Family Members > Service > Extension of visit visa

**For Workers:**

Workers > Service > Extension of visit visa



## Authorization to receive female workers arriving for work



### Beneficiaries:

Citizen and Resident registered and activated in "Absher" platform.



### 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).



### Description:

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



### How to access the service

Authorization ➤ Authorization to receive female workers arriving for work



## Reporting domestic workers' absence from work



### Beneficiaries:

Citizen and Resident registered and activated in "Absher" platform.



### 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.



### Description:

To enable users registered and activated in "Absher" platform report the absence of their domestic worker.



### How to access the service

Workers > Service > Reporting domestic workers' absence from work

#### 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.



### 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.



### Description:

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



### FEES

2000 SR for the first time  
4000 SR for the second time  
6000 SR for the third time



### How to access the service

Workers > Service > Transfer of domestic workers services





## Update Passport Information



### 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.



### How to access the service

#### For Family Members:

Family Members > Service > Update Passport Information

#### For Workers:

Workers > Service > Update Passport Information



## 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.



### How to access the service

Appointments > Passports > Booking an Appointment



## Requesting permit to enter Makkah during Hajj season for domestic workersseason 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.



### How to access the service

My Services > Services > Passports > Requesting permit to enter Makkah during Hajj season for domestic workersseason for domestic workers



## Muqem 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 residents ID number.



### Description:

To enable users to extract and print the basic information of domestic workers electronically.



### How to access the service

My Services > Services > Passports > Muqem Print Request





## Tawasul



### Beneficiaries:

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



### Conditions:

- A one-time request is submitted only. A new request can not be submitted if there is an existing under-processing request.



### Description:

To enable users to submit a request to the passport department, and to inquire about the status of the submitted request.



### How to access the service

My Services > Services > Passports > Tawasul



## Parents' requirements regarding obtaining their consent



### Beneficiaries:

Citizen registered and activated in "Absher" platform.



### Conditions:

- If you wish to require a prior approval before the other party (father/mother of the children) executes a specific service for one of the family members, please put a tick in the appropriate place; if you do not put a tick, you will not receive a verification code if the other party (father/mother of the children) executes one of the services.



### Description:

The service enables you to determine the extent of your approval for the other party (the father/mother of your children) to execute some passport services for your family members under 18 years old.



### How to access the service

My Services > Services > Passports >

Parents' requirements regarding obtaining their consent



## Electronic Inquiries for Passport General Directorate

### 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 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 Finger Print Enrollment

#### Description:

The service enables the citizens and residents to inquire and verify that their fingerprints have been enrolled in the Mol systems.

- **Beneficiaries:** Citizen and resident

#### Service Inputs:

- ID or resident ID number
- 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



## Electronic Inquiries for Passport General Directorate

### 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 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 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 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





## Electronic Inquiries for Passport General Directorate

### 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 Sponsors

#### Description:

To enable Citizens and Residents to display all the sponsors.

- **Beneficiaries:** Citizen and resident

#### Accessing the Service:

- Login to Absher
- Workers\ Inquiries
- Display Sponsors

### 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



# General Directorate of Traffic E-Services



## Renew Vehicles Registration



### 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



### How to access the service

Vehicles > Vehicles Services > Vehicles Management  
> Renew Vehicles Registration



## Driving License Renewal



### Beneficiaries:

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)



### How to access the service

My Services > Services > Traffic > Driving License Renewal





## Add Vehicle User



### Beneficiaries:

Citizen and Resident registered in "Absher" platform.



### Conditions:

- You can only add one authorized driver for each vehicle.
- You will not be able to add authorization if the vehicle registration is expired or there is a report against the vehicle or the vehicle insurance is expired.
- You can only add authorization for who have a valid driving license.
- You will not be able to add authorization for resident having final exit visa.
- You will not be able to add external authorization for resident who does not have exit re-entry visa. And the authorization period shall not exceed the period of the visa.
- You will not be able to add external authorization if owner or the authorized person have unpaid traffic violations.
- You can not authorize a driver if their were traffic violations on either party.
- Both parties should have an active ABSHER account.



### Description:

To enable individuals to add a vehicle authorized driver online, the authorized person can drive the vehicle inside or outside the kingdom as per the authorization specific type.



### How to access the service

Vehicles > Vehicles Services > Vehicles Management  
> Issue Driver Authorization > Add Vehicle User



Traffic violations will be recorded for authorized user on the vehicle.



## Cancel Vehicle User



### Beneficiaries:

Citizen and Resident registered and activated in "Absher" platform.



### Conditions:

- Authorization cannot be canceled in the event of the authorized user has traffic violations.



### Description:

To enable users to cancel vehicle user for his vehicle.



### How to access the service

Vehicles > Vehicles Services > Vehicles Management  
> Issue Driver Authorizatio > Cancel Vehicle User



## 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.



### How to access the service

My Services > Services > Traffic > Dispute Traffic Violations



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



## 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

230 SR



### How to access the service

Vehicles > Services > Vehicle Sale Service

#### NOTE

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.





## Vehicle Repair Permit Issuance



### Beneficiaries:

Citizen and resident registered in "Absher" platform.



### Terms and Conditions for registered accidents:

- It should be within 90 days from accident date.
- The beneficiary could issues more than one vehicle repair permit for different accidents.



### Terms and Conditions for registered accidents:

- The beneficiary is able to apply for one request only for the same vehicle within one Gregorian year.
- The beneficiary should communicate with the Traffic Department in case of a need for applying for another vehicle repair permit within in the same Gregorian year.
- The vehicle to be issued a repair permit, should not have any generalizations (theft - required for transferring the ownership)



### Terms and Conditions for registered accidents:

- The vehicle repair permit is processed by the garage operator.
- You are to cancel the vehicle repair permit in case of disagreement with the garage.
- Status of the request will be automatically transferred to "Expired" in case of passing 24 hours without issuing the vehicle repair permit.



### Description:

This service enables individuals to request a vehicle repair permit online without the need to visit traffic department.



### How to access the service

Vehicles > Services > Vehicles Management >  
Issue Vehicle Repair Permit



## Appointment Service



### Beneficiaries:

Citizen and Resident registered and activated in "Absher" platform.



### How to access the service

Appointment > Traffic > Book an Appointment



### Description:

To enable users to book an appointment at the traffic branches to execute any of the following services:

- Issuing driving license
- Print repair vehicle permit
- Finalizing traffic accident procedures
- Print traffic accident report
- Issuing temporary driving permit
- Replacing driving license
- Issuing vehicle registration license to replace a damaged/ lost one
- Issuing a driving license to replace a damaged/ lost one
- Renewing vehicle registration license
- Completing vehicle registration license procedures
- Getting data printout
- Scraping a vehicle
- Exporting vehicle abroad
- Changing vehicle status
- Transferring vehicle ownership, for cases that cannot be done through exhibitions and Absher
- Renewing driving license
- Modifying vehicle data
- Issuing vehicle plate to replace a damaged/ lost one
- Issuing permits/ Traffic Safety Division
- Replacing vehicle plates
- Printing traffic accident estimate sheet
- Traffic authorities' procedures
- Training in driving schools (driving assessment for any person has a skill)
- Training in driving schools (request for a beginner-in-driving training - 30 hours)
- Replacement of foreign driving licenses - women



## Tawasul (Traffic Dept.)



### Beneficiaries:

Citizen and resident registered in "Absher" platform.



### Description:

This service enables individuals to submit a request to the traffic department to install an alert (safety) device for establishments.



### How to access the service

My Services > Services > Traffic > Tawasul



You can not submit a new request if there is an existing one that is under processing.



## Electronic Inquiries for Traffic

### 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

### Driving License Information

#### Description:

This service enables you to know the validity of the driver's license for a citizen and resident inside the Kingdom.

- **Beneficiaries:** Citizen and resident

#### Accessing the Service:

- Login to Absher
- My Services/ Inquiries/ Traffic/ Public Query Driving License Information

### 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

### Query Traffic Accidents

#### Description:

This service enables users to view and print detailed reports on traffic accidents of vehicles owned by him/her or if he/she drives or authorized to drive such vehicles.

- **Beneficiaries:** Citizen and resident

#### Service Inputs:

- Vehicle serial number
- Accident number

#### Accessing the Service:

- Login to Absher
- Vehicles/ Inquiries/ Query Traffic Accident





## Electronic Inquiries for Traffic

### Public Query Driving License

#### Description:

This service enables you to inquire about the driving license information for a citizen and resident inside the Kingdom.

- **Beneficiaries:** Citizen and resident

#### Accessing the Service:

- Login to Absher
- My Services/ Inquiries/ Traffic/ Public Query Driving License Information

### Query Reserved Vehicles Service

#### Description:

This service enables citizen and resident to inquire 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 have 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**



## Appointment Service for General Department of Expatriate Affairs



### 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).



### How to access the service

Appointment ➤ General Department of Expatriate Affairs ➤ Book an Appointment



## Electronic Inquiries for Expatriate Affairs

### **i** 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

### **i** Public Query Labor Importation

**Description:**

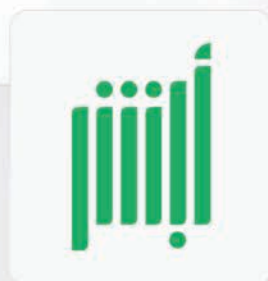
This service allows users to obtain information about the total number of imported laborers at Ministry of Labor.

- **Beneficiaries:** Citizen and resident

**Accessing the Service:**

- Login to Absher
- Istiqdam Services/ Istiqdam Information





Ministerial Agency of Civil  
Affairs E-Services



## Report Missing Documents



### Beneficiaries:

Citizen registered and activated in "Absher" platform.



### Description:

To enable users to report missing documents.



### 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 cardholders account.



### How to access the service

My Services > Services > Civil Affairs > Reporting Missing Documents.



## Request Replacement Document



### 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.



### How to access the service

My Services > Services > Civil Affairs > Request Replacement Document



## Book an Appointment



### 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.



### How to access the service

Appointment➤ Civil Affairs➤ Book an Appointment





Taqdeer



### Beneficiaries:

Elderly citizen and citizen with special needs.



### 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.



### Description:

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



### How to access the service

My Services > Services > Civil Affairs > Taqdeer



**Byanati**



### **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.



### **How to access the service**

My Services > Services > Civil Affairs > Byanati



## 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.



### How to access the service

My Services > Services > Civil Affairs > Martyrs of duty



## 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.



### How to access the service

Family members > Services > Introducing family members services



## 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.



### How to access the service

My Services > Services > Civil Affairs > Register Newborn Service





## Issuing Family Register



### 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.



### How to access the service

My Services > Services > Civil Affairs > Issuing Family Register



## 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:
  - Married
  - Divorced
  - Widow
- The applicant should have at least one family member.



### Description:

To enable mothers to issue a family register.



### How to access the service

My Services > Services > Civil Affairs > Family register for mothers

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

#### NOTE

- 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.



## Tawasul (Civil Affairs)



### Beneficiaries:

Citizen and resident registered and activated in "Absher" platform.



### Description:

To enable users to upload requests with Ministerial Agency of Civil Affairs, to execute any of the following services:

- Tahsen
  - Suggestion, Complaints and Notes
- National ID Services
  - Request Change of Qualification
  - Linking Children ID with Parent ID
  - Correction of Marital Status
  - Edit the Name in English



### How to access the service

My Services > Services > Civil Affairs >  
Tawasul



## Civil Affairs E-Inquires

### 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





## Absher Services Authorization



### 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.



### How to access the service

Authorizations > Absher Services Authorization



## Authorize to review sectors



### Beneficiaries:

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



### Using the Service:

- Authorized person should be at least 18 years old.
- Authorizer can authorized 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.



### How to access the service

Authorizations > Authorize to review sectors



## Directorate General of Prisons E-Services



## Prison Appointment System



### 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.



### How to access the service

Appointment > General Directorate of Prisons > Prison Appointment System

#### 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.



### How to access the service

My Services > Services > General Directorate of Prisons > Payment for the prisoners with financial cases (Furijat)

#### NOTE

Prisoner name not displayed when viewing prisoner's list.



المملكة العربية السعودية  
النيابة العامة

KINGDOM OF SAUDI ARABIA  
PUBLIC PROSECUTION



Public Prosecution



## Complaints against Prisons and Detention Centers



### 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.



### How to access the service

My Services > Services > Public Prosecution >

Complaints against Prisons and Detention Centers

#### NOTE

A complaint / report should be raised one time, new complaint / report cannot be raised unless the previous one is processed.



Public Security



## Book an Appointment



### Beneficiaries:

Citizens and residents registered in the Absher platform.



### Description:

The service enables users to book an appointment at the forensic branches to benefit from the services provided

- Absence of precedents certificate



### How to access the service

Appointment > Public Security > Book an Appointment





## Police Appointment



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

It enables an individual to book an appointment at the police departments to perform any of the following services:

- Review of a transaction or a previous report
- Bail an arrested person
- Mayor's certification
- Complete the requirements for a law case
- Waiver of notification
- Receive a reserved vehicle
- Receive safes from the department
- Report checks
- Complete proceedings for an arrested person



### How to access the service

Appointment > Police > Book an Appointment





## Weapon License Renewal



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

The service enables individuals to view and renew their weapons’ licenses that are registered under their IDs.



### How to access the service

My Services > Services > Public Security >  
Weapon License Renewal



## Query Weapon License



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

The service enables individuals to inquire about a weapon license



### How to access the service

My Services > Inquiries > Public Security >  
Query Weapon License



Ministry of Interior



## Care of Martyrs and injured families



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

This service enables martyrs and injured families to initiate a request for offered services by providing the required documents and inputs as per the selected service, note that it is not possible to apply more than one request until the current request, if any, is completed



### How to access the service

My Services > Services > Care of Martyrs and injured families





وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH



Ministry of Hajj





وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH



## Printing Hajj Permits by Pilgrims



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

The service enables you to print Hajj permits for yourself, your family members and sponsored individuals. If your companions want to print permits, they must log in to Absher and print them, or they can print them through the campaign staff.



### How to access the service

My Services > Services > Ministry of Hajj > Printing Hajj Permits by Pilgrims



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH



## Canceling Hajj Permits by Pilgrims



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

The service enables you to cancel Hajj permit for yourself, your family members and sponsored individuals. If your companions want to cancel their Hajj permits, they must log in to Absher and cancel them. And for those who cannot use Absher, permits can be cancelled through the civil affairs, for citizens, and passport department, for residents.



### How to access the service

My Services > Services > Ministry of Hajj > Canceling Hajj Permits by Pilgrims



**Inquirers Services**



## Violations

### **i** 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**





## Reset Password



### Beneficiaries:

Citizens and residents registered in “Absher” platform.



### Description:

To enables users to reset their passwords



### 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.

#### 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.



## Qabul Service



### 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.



### How to access the service

My Services > Services > General Services > Qabul



## Document Postal Delivery



### 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:



### How to access the service

My Services > Services > Document Postal Delivery



## Messages and Documents



### 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.



### How to access the service

My Services > Services > General Services >  
Messages and Documents



## Mobile Number ID for Tawakklna Application



### Beneficiaries:

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



### Description:

This service allows identification of a user's mobile number (citizen/ resident/ visitor) who wants to register in Tawakklna application, but he/ she does not have a verified account in Absher.



### How to access the service

My Services > Services > General Services >  
Messages and Documents





## Query Available Funds



### Beneficiaries:

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



### Description:

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



### How to access the service

Inquiry Services > General Services > Query Available Funds

#### 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



## Request Property Owning For Non Saudis



### Beneficiaries:

Residents registered and activated in "Absher" platform.



### Conditions:

- Resident ID must be valid; not expired.
- All property information and a copy of the deed must be provided.
- Resident is allowed to own only one property.



### Description:

To enable non-Saudis, who reside in the kingdom, to request approval to own a property inside the kingdom.



### How to access the service

My Services > Services > General Services > Request Property Owning For Non Saudis



## Tawasul (Regions Governorates)



### Beneficiaries:

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



### Description:

To enable users to submit and follow up requests, online, through Absher platform with the sectors or governorates in the Kingdom of Saudi Arabia.



### How to access the service

My Services > Services > General Services > Tawasul

#### NOTE

You can not submit a new request if there is an existing one that is under processing.



## Absher Reports



### Beneficiaries:

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



### Description:

To enable users to issue, print and review various reports online, and present such reports the departments requesting the report.



### FEES

Amount before "VAT":	25.00 SR
VAT Rate :	15.00%
VAT Amount:	3.75 SR
Total Amount:	28.75 SR



### How to access the service

My Services > Services > General Services > Absher Reports



## 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.



### How to access the service

Inquiry Services > Travel Restrictions and Service Providing





## Query Absher Reports



### Beneficiaries:

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



### Description:

To enable users to inquire about and review Absher valid reports.



### How to access the service

My Services > Inquiries > General Services > Query Absher Reports

#### NOTE

The report validity is 30 days. During which period, the report can be reviewed online by the beneficiary department, after you provide it with both your ID number and the report's reference number.



## Registration and activation in Absher Services



It only takes a few minutes to get username and password. User will gain access to more than 279 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.



## Registration and activation in Absher Services

### → Second: Activation through Banks





## Registration and activation in Absher Services

### ➔ Activation through self-service machines

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.