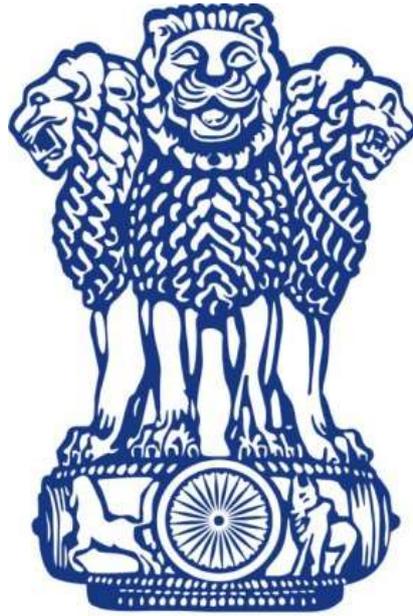


# **Guidelines for Indian Workers Going to Saudi Arabia**



सत्यमेव जयते

भारत का दूतावास, रियाद  
**EMBASSY OF INDIA**  
**RIYADH**

*Looking after the welfare of Indian nationals in the Kingdom is an important aspect of the work of the Indian Embassy/Consulate. This involves, among others, providing assistance to the Indian workers in distress, in resolving their grievances; disposal of mortal remains of deceased Indian nationals; and realisation of death compensation; providing consular service including issuing of passports, emergency certificate, registration of birth, attestation of various documents, etc.*

<b>Table of Contents</b>		
<b>Sl.No.</b>	<b>Items</b>	<b>Page No.</b>
I	<u>KSA - A Brief Introduction/Key Facts</u>	1
II	<u>Consular Jurisdiction of Embassy of India, Riyadh and Consulate General of India, Jeddah</u>	2
III	<u>Do's and Don'ts</u>	3-7
	(i) <u>Pre-Departure</u>	3-4
	(ii) <u>Arrival</u>	5
	(iii) <u>After Arrival</u>	6
	(iv) <u>Financial Do's and Don'ts</u>	7
IV	<u>Employment in Saudi Arabia – FAQs</u>	8-16
V	<u>Saudi Labour Law –Basic Points</u>	17-19
VI	<u>General Information</u>	20-22
VII	<u>Welfare Schemes for Workers Abroad (PBBY, ICWF, GOSI)</u>	23
VIII	<u>Labour Grievance Redressal Mechanism of Saudi Government</u>	24
IX	<u>Services of the Indian Embassy/Consulate</u>	
	(i) <u>Redressal of Labour Disputes</u>	25
	(ii) <u>Indian Workers Resource Centre (IWRC)</u>	
X	<u>Important Government of India Contacts (Embassy/Consulate/ <u>IWRC</u> etc.)</u>	26
XI	<u>Important Saudi Government Contacts</u>	27
XII	<u>Emergency Numbers/Important Websites</u>	28

### Disclaimer

*This booklet is intended for the use of Indian workers going to Saudi Arabia. The contents of the booklet are drawn from various sources and compiled for the convenience of the reader. Neither the Embassy nor its officers are responsible for any information contained herein that is not authentic. The reader should take the information provided here as a guidance only and appropriate professional advice must be taken before proceeding further. This Embassy will not be liable for any damages caused by/ claims arising out of use of the information contained in this booklet.*

इस पुस्तिका की सामग्री पाठक की सुविधा के लिए विभिन्न स्रोतों से तैयार की गई है। पाठक को यहां दी गई जानकारी केवल मार्गदर्शन के रूप में लेनी चाहिए और आगे बढ़ने से पहले उचित पेशेवर सलाह लेनी चाहिए। यहां मौजूद किसी भी जानकारी की प्रमाणिकता के लिए राजदूतावास, और न ही इसके अधिकारी, जिम्मेदार हैं। यह राजदूतावास इस पुस्तिका में निहित जानकारी के इस्तेमाल से उत्पन्न होने वाले दावों अथवा किसी भी नुकसान के लिए उत्तरदायी नहीं होगा।

## PART-I

### Kingdom of Saudi Arabia – A Brief Introduction

**Location and geography:** Kingdom of Saudi Arabia, the largest country in the Middle East, with an area of 2.24 million sq. km. (nearly 2/3<sup>rd</sup> the size of India), is the 14th largest country in the world. It occupies 80% of the Arabian Peninsula. One-third of the land is desert which includes a major portion of the world's largest contiguous sand desert known as the Empty Quarter (Rub-al-Khali). Saudi Arabia is bordered on the west by the Red Sea and the Gulf of Aqaba, and to the east by the Arabian Gulf. It shares borders with Yemen (1458 km) and the Sultanate of Oman (676 km) on the south; Jordan (728 km), Iraq (814 km), and Kuwait (222 km) on the north, and UAE (457km) and Qatar (60km) on the east, with the Island of Bahrain located off the eastern coast in the Arabian Gulf.

**Climate:** In the inland regions including Capital Riyadh, the summer (May to September) day temperatures average around 45°C, with readings over 50°C are not unusual, followed by cool nights,. The winter (November to March) day temperatures vary between 8°C and 20°C, with night temperatures rarely dropping below 0°C. Along the coastal regions, such as Jeddah, in summer day temperatures are around 38° C, but with high relative humidity, while winter temperatures are between 19° C and 29° C. Brief rainy season is normally between January and May when sudden downpours followed by flash floods are not uncommon. From late-February to mid-July, sand storms are experienced. In the South-West, Asir Province with highest mountain peaks in the country and influenced by monsoons, receives about 300-500 mm of rainfall annually, has a more moderate climate.

**History:** Saudi Arabia has been the homeland of the Arabs. Islam took birth here in the 7<sup>th</sup> century. Makkah and Madinah, the two holiest cities in Islam, are located here. Saudi Arabia owes its present formation to King Abdulaziz Al-Saud (1882-1953), who established the modern Kingdom in 1932. Since 1953, Saudi Arabia has been ruled by the sons of King Abdulaziz. The present ruler King Salman bin Abdulaziz Al Saud, ascended to the throne in January 2015.

**Economy:** Oil was discovered in 1936 and commercial production began after the World War II. Saudi Arabia is the world's major producer of oil, and has the second largest proven hydrocarbon reserves (20%). The petroleum sector accounts for about 90% of budget revenues and 75% of export earnings. About 40% of the GDP comes from the private sector. Saudi Arabia joined the WTO in 2005. The per capita income of Saudi Arabia was US \$20,494 in 2015.

**Foreign Labour:** There are about 11.67 million expatriates in the country, mainly from South and South-East Asian countries. Indians are the largest expatriate community, numbering over 3 million (March 2017), of which, it is estimated that about 70% are blue collar category workers, while 20% are professionals and 10% white collar non-professionals. Other major expatriate communities are: Pakistan-1.5 million; Bangladesh-1.3 million; Indonesia-1.2 million, Philippines-1 million, Egypt-0.8 million, and Sri Lanka -0.5 million.

KSA- Basic Facts	
Capital	Riyadh
Other major cities	Jeddah, Dammam, Jubail, and the two Holy Cities of Makkah and Madinah.
Head of State & Prime Minister	Custodian of the Two Holy Mosques, His Majesty King Salman bin Abdulaziz Al Saud (since 23 January, 2015)
Crown Prince & First Deputy Prime Minister	H.R.H. Prince Mohammed bin Salman bin Abdulaziz Al Saud
No. of provinces	13 Provinces, each headed by a Governor (Amir)
Working Days	Sunday – Thursday
National Day	September 23
Currency	Saudi Arabian Riyal (SAR), subdivided into 100 halalas. 1 USD=SAR 3.75 (pegged to US\$ since 1986); 1 SAR =INR17(approx)(June 2017)
Population	31.74 million (2016) (including 11.67 million foreigners)
Judicial system	Based on the 'Shariah'.
Religion	Islam
Language	Arabic
Political system	Monarchy governed in accordance with 'Shariah' and 'Royal Decrees'.
Major trading partners	China, USA, Japan; South Korea, India
Major Exports	Crude oil, refined oil, chemical, plastics, rubber, metals, fertilizers, etc.
Major Imports	Machinery, industrial equipment, foodstuffs, chemicals, motor vehicles, textiles, electrical appliances, defence equipment, etc.

## PART-II

### Consular Jurisdiction of Indian Embassy, Riyadh and Indian Consulate, Jeddah

#### Map of Saudi Arabia



**The Embassy of India, Riyadh** has consular jurisdiction over Central, North and Eastern Regions which include the Provinces of Riyadh, Al Jouf, Hail, Al-Qasim, Eastern Province and Northern Borders with the major cities of Sakakah, Hail, Buraida, Dammam, Al-Khobar, Jubail, Al-Hasa, Hofuf, Qatif, Hafr-al-Batin, Al-Kharj, Rafha, Khafji, Arar, Raheema, etc located there. Indian nationals living in these areas need to contact the Embassy for consular service/assistance.

**The Consulate General of India, Jeddah** deals with consular matters in the Western and South-Western regions which include the Provinces of Tabuk, Madinah, Makkah, Al Baha, Asir, Jizan and Najran where the major cities of Jeddah, Madinah, Makkah, Tabuk, Yambu, Taif, Abha, Khamis Mushayat, Bishah, Sharourah, Qunfudah, Dhuba, Al Leith, etc. are situated. Indian nationals in living in these areas need to contact the Consulate for consular service/assistance.

## Part-III

### Do's and Don'ts

#### Pre-Departure

##### Do's

1. Deal ONLY with a registered Recruiting Agent (RA).
2. Check on the [eMigrate](#) portal whether the RA is registered with Protector General of Emigrants (PGE).
3. See the original Registration Certificate issued by the PGE.
4. Contact the office of [PGE/Protector Emigrants \(PoE\)](#) in case of doubt regarding the status of RA.
5. Verify from the eMigrate portal that the prospective employer do not figure in the 'Foreign employers on the [Prior Approval Category \(PAC\)List](#), which is a watch list of foreign employers who are barred from recruiting from India for violation of the provisions of Emigration Act.
6. Understand the contents of the Employment Contract, which details the terms of the employment including entitlements and obligations of both the worker and the employer.
7. Seek the assistance of someone knowledgeable, other than the RA, to explain the contents of Employment Contract if it is in a language not known to you.
8. Insist that Employment Contract is prepared in Arabic and English and verify that the contents of both versions are same.
9. Upon receipt of visa, check whether the visa details viz. type of visa, job title, details of the employer/sponsor, etc. tally with those mentioned in the Employment contract.
10. **Exercise caution against RA misleading you about the type of job, working conditions, allowances, etc. and verify the same from a known contact and in case of doubt seek advice from [Indian Embassy/Consulate](#).**
11. Be vigilant against overcharging by RA. No amount other than a service charge not exceeding 45 days' wages, subject to a maximum Rs.20,000/- needs to be paid to RA, because as per the Saudi Labour Law, all expenses towards recruitment including visa fee, air ticket, etc. are to be borne by the employer.
12. Make payment to the RA ONLY by Demand Draft or Cheque and obtain a receipt.
13. Lodge any complaint against overcharging or cheating by RA, on the eMigrate portal.
14. Open an N.R.E. Account in one of the Banks in India to enable you to send funds to India.
15. Obtain and keep with you a copy of the Employment Contract signed by the employer and you, duly attested by the RA, before you depart from India.
16. Ensure that your passport is valid for a minimum of six months from the date of travel.
17. **Acquaint yourself with the local labour laws, working and living conditions, by visiting the websites of the [Indian Embassy, Riyadh/Consulate, Jeddah](#) and [Saudi Ministry of Labour](#).**
18. Carry a mobile phone (preferably, an inexpensive smart phone), which can be used with the free mobile SIM provided at the airport by the Saudi Ministry of Labour, in case of emergency for contacting the sponsor/RA/Embassy/family, etc. upon arrival.
19. Keep with you the address and contact details (telephone/mobile numbers) of your Sponsor and RA as well as the Indian Embassy/Consulate before you leave for Saudi Arabia.
20. Keep with your family in India copies of your passport, visa, and employment Contract, as well as name and phone numbers of RA and sponsor.
21. Ensure that your baggage do not contain any prohibited/banned items such as narcotic drugs, alcohol, food items containing pork, khas khas, khat leaves, gutkha, pan masala, religious literature related to a religion other than Islam, obscene material, etc. Please refer to [Customs Advisory in page 14-15](#).

22. Ensure that medicines, if any, carried by you, DO NOT belong to the [list of medicines/substances banned in Saudi Arabia](#), and is for only for personal use, in reasonable quantity, and in its original packing, accompanied by authentic prescription/medical report/undertaking/authority along with their Arabic translation, etc. and in compliance with the Saudi Food and Drug Administration (SFDA)'s guidelines, as detailed in [Customs Advisory](#) on page 14-15.
23. **Do not bring taweez/amulets, black/coloured dhaaga or such articles, or indulge in activities that could be construed as black magic. Sorcery and witchcraft are banned in the Kingdom and punishable with severe penalties including death.**
24. If you have to take a parcel for someone, open it and check thoroughly that it does not contain any of the prohibited items mentioned above.
25. Personally check contents of all your bags/packages once again before checking in.

#### **Don'ts**

1. Do not deal with RAs non-registered or whose registration is cancelled/not renewed.
2. Do not travel if the job category on the visa is different from the employment contract.
3. Do not accept visa for establishments/jobs where [employment of foreigners is prohibited](#).
4. Do not carry items prohibited/forbidden in Saudi Arabia.
5. ***Do not store any prohibited/obscene material on your mobile phone/laptop, etc.***
6. Do not carry any medicine other than for personal use and without authentic medical prescription or which is forbidden in the Kingdom
7. DO NOT accept any parcel from anyone including RA/friends and relatives without opening and personally checking the contents.
8. Do not return to the Kingdom on any type of visa including Employment, Haj and Umrah visas if any criminal case is pending against you, or if you had earlier been deported from the Kingdom. In case of doubt seek advice from [Embassy/Consulate](#).

## Arrival

### Do's

- (1) On arrival, first go to immigration counter where finger prints will be taken which will be linked to your visa.
- (2) Then collect your baggage and go for Customs checking where your baggage will be X-rayed for any prohibited items. Customs checking and rules are very strict. Co-operate with the Customs staff.
- (3) Collect the free mobile SIM given by Ministry of Labour from Saudi Telecom Company (STC) counter at the as this will be useful for contacting sponsor, RA, family members, Saudi authorities, Indian Mission, etc. in case of any difficulty on arrival.
- (4) Call the sponsor/RA if you are unable to find the sponsor or his representative at the airport.
- (5) If you are unable contact the sponsor/RA, call Saudi Ministry of Labour (Toll free helpline no. 19911) to register a complaint.
- (6) Contact the IWRC Helpline of the [Indian Embassy, Riyadh](#) (if you are in Riyadh or Dammam Airports) or the [Consulate in Jeddah](#) (if you are in Jeddah Airport) *and* seek advice/assistance.
- (7) Register yourself with the Indian Embassy/Consulate by sending SMS/Whatsapp or email giving your name, passport number, mobile number, visa number, location, sponsor's name, address and contact number to the Embassy: mobile No. (+966-544205063 /Email: [sscw@indianembassy.org.sa](mailto:sscw@indianembassy.org.sa))/or Consulate: Mobile No.+966-55612230/E-mail: [iwrc@cgijeddah.com](mailto:iwrc@cgijeddah.com). Any subsequent changes to the contact details, as and when they occur may also be communicated to the Embassy/Consulate.

## After Arrival

### Do's

1. Strictly follow the local rules, regulations and customs.
2. Understand your rights and obligations as per the labour contract.
3. **Do understand that a worker is expected to work with the sponsor for the entire duration of the contract, usually two years, before become eligible for leave or final exit. Requests for premature return even on family emergency, health reasons, etc. are not entertained by the sponsor. In exceptional cases where they agree to release the worker prematurely, sponsors invariably demand to be compensated for the recruitment expenditure incurred by them.**
4. **Be aware that the Kingdom follows the Hijri calendar, which is about 11 days shorter than Gregorian calendar. The expiry dates of visa, iqama, exit/re-entry visa, etc., may be cross-checked well in time in order ensure their renewal on time and to avoid inadvertent overstay, etc. resulting in extreme inconvenience.**
5. **Contact the Ministry of Labour (toll free helpline no. 19911) to your register complaint in case if any labour problem such as (a)the employer not providing you the residence permit (Iqama) within 90 days of arrival, or(b) dispute with the sponsor, harassment/non-payment of salaries, violation of the terms of labour contract, refusal to grant leave/exit on completion of the contract, etc.**
6. Make sure to take copies of any new documents and keep copies of the same with you as well as send them to your family.
7. **Exercise extreme caution while using internet and social media so as not to break the local/cyber laws – e.g. browsing/forwarding of objectionable material/contents from any prohibited sites on the internet; sharing/‘liking’ of pictures/posts on the social media, of a religious nature could be construed as blasphemous, offensive to religious/social sensitivities, critical of political system, etc. - as such acts could lead to arrest, criminal case, punishment and deportation.**
8. **Do give sufficient notice (preferably 60 days in advance of the expiry of the contract) of your intention to leave the Kingdom on completion of the contract), if you wish to return to India. Otherwise, it is likely that the existing contract could be got renewed for a similar term.**
9. **If your contract is not going to be renewed, you must ask the sponsor to send you back to upon completion of the contract - Overstaying of visa is illegal resulting in punishment including fine, imprisonment and deportation.**

### Don'ts

1. Do not work with anybody other than your sponsor even with the consent of your sponsor as it is illegal and violations are punished with detention and deportation.
2. **Do not strike work, resort to agitations, or form trade unions or associations as these activities are illegal in the Kingdom resulting in arrest, imprisonment and deportation.**
3. Do not sign on any blank paper /or any document without knowing the contents.
4. Do not give copies of passport or Iqama to a third person as they could be misused.
5. Do not make/sell/consume alcoholic drinks - Alcohol is forbidden in the Kingdom.
6. Do not involve in drug consumption/peddling– punishments are severe including jail and death.
7. ***Do not share/‘like’ any pictures/ posts on social media which may be construed as blasphemous, offensive to religious/ social sensitivities, critical of the political system, etc.***
8. **Do not attempt to take photos/video of government buildings, industrial areas, airports, police checkpoints, etc. or such sensitive installations as this could lead to arrest, jail and deportation. As photography is a sensitive subject in the Kingdom, also avoid taking pictures/video of streets, public places, etc. and people, especially women, without permission, as well as posting such photos/video on the social media.**
9. **Do not circulate videos of grievances relating to working conditions, etc. in the Kingdom, on the social media as this could be counter-productive since circulation of such videos which are perceived to be tarnishing the reputation of the employer as well as the image of the host country or violating the cyber/privacy laws, etc. are dealt with sternly.**
10. Do not overstay your exit/re-entry visa while on leave in India– you could be barred from returning. If any delay of return journey is anticipated, the sponsor needs to be contacted for completing the necessary formalities in this respect.
11. Do not overstay your visa in the Kingdom if the sponsor is not willing to renew the employment contract.

## Financial Do's and Don'ts

### Do's

1. Apply for a credit card only if you necessarily need it as there is high interest rate on credit dues.
2. Do ensure that credit card dues are paid on time and in full since interest rates are very high on outstanding dues.
3. Exercise caution against online fraud while using debit/credit cards for online shopping, etc.
4. Report loss or theft of debit/credit cards to the Bank and police immediately.
5. Before issuing cheques, ensure that you have adequate balance in the Bank to avoid bouncing of cheques.
6. Always try to save a part of your salary or income.
7. Use only authorised banking channels for sending money to India.
8. Do settle your credit card balances and cancel your credit card/debit before processing final exit.
9. Avoid getting into debt personally – Under Sharia law non-payment of debt is considered a crime and sufficient reason for imprisonment.
10. Keep careful account of employers funds/goods which pass through your hands – you can be held personally responsible for company debts/losses arising out of your negligence.

### Don'ts

1. Do not draw cash from credit cards, since that could prove to be expensive, owing to the upfront fee and subsequently, outstanding balance getting charged a higher interest.
2. Do not use credit cards to finance investments or repayment of loan instalments as the interest on credit cards is higher.
3. Do not leave the country on exit visa without settling the credit card balance and closing the account.
4. Do not take loans from private persons in the Kingdom (blank signed stamp paper, signed cheque/title deeds for property in India is often taken as guarantee) - consequence of non-payment of the loan could be disastrous for yourself and family.
5. In no case your passport/iqama should be given as guarantee for loans, etc.
6. Do not sign on any blank paper /or any document without knowing the contents.
7. Do not give copies of passport or Iqama to a third person as they could be misused.
8. Do not use hundi/illegal channels for sending money home.

## PART-IV

### EMPLOYMENT IN SAUDI ARABIA - FAQs

#### 1. What is Kafala (Sponsorship) system:

- (i) Saudi Arabia follows a sponsorship (**Kafala**) system for regulating employment of expatriate workers. Any expatriate worker entering the Kingdom requires sponsorship of a sponsor (known as **Kafeel**), who may be a Saudi citizen or a company, and shall remain under the sponsor's responsibility during the term of the employment contract.
- (ii) No expatriate worker can leave the country, without the consent of the sponsor.

#### 2. Who may be employed in Saudi Arabia?

- (i) Any person aged between 18 and 60 years, physically fit and possessing professional and academic qualifications required by the Kingdom (provided there is a shortage of citizens holding such qualifications), or belonging to those category of workers needed by the Kingdom, may be employed in Saudi Arabia. Such a person holding a passport with at least 6 months validity, should have entered the country legally and have an employment contract with an employer under whose responsibility he shall remain during the term of the contract.

#### 3. What is the procedure for recruitment of workers from India?

- (i) Recruitment of professionals and Emigration Clearance Not Required (ECNR) category workers may be done by foreign employers (FEs) directly or through registered Indian Recruiting Agents (RAs).
- (ii) **ECR (Emigration Clearance Required) category workers** could be recruited only through eMigrate portal.
- (iii) **ECR category female workers** may be recruited by FEs after registering themselves on the eMigrate portal and by:
  - (a) utilizing the services of any of the 6 State-run recruiting agencies designated for this purpose, viz. NORKA Roots and ODEPC (Kerala); OMCL (Tamil Nadu); UPFC (Uttar Pradesh); OMCAP(Andhra Pradesh) and TOMCOM (Telangana), **or**
  - (b) **directly** after obtaining the prescribed documentation attested from the Indian Mission, and subsequently getting the emigration clearance online through the eMigrate portal.
- (iv). **Nurses may be recruited by the Saudi Ministries of Health and Defence & Aviation** for the Government/Military Hospitals through Indian RAs designated for this purpose. **Other Hospitals in the Kingdom** intending to recruit Indian nurses need to register themselves on e-Migrate portal and utilise the services of the above 6 State-run agencies only.
- v). **Female Domestic Service Workers** may be recruited only through the eMigrate portal in accordance with the provisions of the India-Saudi Arabia Bilateral Agreement on DSW Recruitment of 2014 viz. (i) recruitment only through recognised RAs in both countries (ii) DSW to have completed 30 years of age, (iii) minimum wage of SR 1500/- per month, (iv) a prescribed standard employment contract is to be signed by the DSW, Saudi Employer, as well as the RAs in both countries which after its attestation by the Indian Mission after submission of a bank guarantee for US\$2,500 by the sponsor, needs to be uploaded on e-Migrate portal for processing emigration clearance.

**Caution:** It is strongly recommended that any female DSW being recruited to Saudi Arabia must insist that the RA follows the prescribed procedure of the India-Saudi bilateral agreement on DSW recruitment. In case of doubt, please contact Indian Embassy/Consulate for advice.

#### 4. What is eMigrate portal?

- (i) The eMigrate portal is the electronic platform of the Government of India for automation of the emigration processes, in which all key stakeholders in the emigration lifecycle such as the

Indian Missions, PGE, PoE, FEs, RAs, Emigrants and Insurance Agencies, etc. are electronically linked on a common platform.

- (ii) The portal allows the prospective emigrants to access the services offered by PGE including emigrant registration, emigration clearance, etc.; the RAs/FEs to apply for registration/accreditation and to raise recruitment related applications online which the internal users like Indian Missions, PoE, PGE, etc. are able to process electronically, and also provides for integration with Passport System for validation of Emigrant's passport details, online payment of application processing fee, validation of Pravasi Bharatiya Bima Yojna (PBBY) policy details, etc.
- (iii) All recruitment of ECR category workers including nurses and DSWs to ECR countries are to be done ONLY through the eMigrate portal.

#### **5. What is MADAD portal?**

- (i) MADAD (MEA in Aid of Diaspora in Distress) is the consular grievance monitoring system of the Government of India.
- (ii) All grievances relating to labour problems such as contract violation, harassment, salary dues, repatriation; as well as transportation of mortal remains, death compensation, imprisonment abroad; tracing the missing persons abroad, etc. must be registered on the portal, giving full details including contact number of the worker, name and contact of the sponsor, as well as copies of passport, visa and employment contract.
- (iii) The Embassy/Consulate follows up the grievances with Saudi employers, RAs, Government authorities, labour courts, etc. for resolving the same.
- (iv) The status of the progress of processing of the grievances could be monitored online.

#### **6. How to obtain Emigration Clearance?**

- (i) A worker holding ECR passport, on receipt of employment offer in Saudi Arabia, is required to obtain Emigration Clearance (EC).
- (ii) If the recruitment is through an RA holding valid demand letter/or an accredited Project Exporter(PE)/ a Foreign Employer (FE) with a valid permit, the respective RA/PE/FE, as the case may be, shall obtain the Emigrant Clearance for the worker through the [eMigrate portal](#).
- (iii) If the FE is directly recruiting the worker without the intervention of RA, the worker may apply for [EC online on the eMigrate portal](#) and the application shall be processed by the jurisdiction Protector of Emigrants (PoE) office, and the emigrant will be provided EC electronically.

#### **7. What are the important points while dealing with RA?**

- (i) Recruiting Agent is a person/company registered with the PGE, for conducting recruitment of Indian citizens for employment abroad.
- (ii) One must deal ONLY with a registered Recruiting Agent (RA). Details of all Registered RAs as well as Un-Registered RAs (whose services should not be used) are available on the e-migrate website. See the original Registration Certificate issued by the PGE. Contact the office of PGE /PoE <https://emigrate.gov.in>) for clarification regarding the status of RA. Also insist upon the RA to show the Demand Letter and Power of Attorney from the FE.

**(iii) Exercise caution against RA misleading you about the type of job, working conditions, allowances, etc. and verify the same from a known contact. In case of doubt, seek advice from [Indian Embassy/Consulate](#).**

(iv) Be vigilant against overcharging by RA. No amount other than a service charge not exceeding 45 days' wages, subject to a maximum Rs.20,000/- needs to be paid to RA, since as per the Saudi Labour Law, all expenses towards recruitment including visa fee, air ticket, etc. are to be borne by the employer. Make payments to the RA ONLY by DD/Cheque and obtain receipt.

- (v) Complaints of overcharging, cheating, etc. against RA may be addressed to [eMigrate portal](#) and PGE (email: [pge@mea.gov.in](mailto:pge@mea.gov.in)).

**8. Who is a Foreign Employer (FE)/Sponsor/Kafeel?**

- (i) The Foreign Employer, **known as sponsor or kafeel**, under whose sponsorship a worker is recruited to Saudi Arabia, could be a Saudi national or a company. Verify the credentials of the employer from a known contact, or [Indian Embassy/Consulate](#) in Saudi Arabia. Also consult the eMigrate portal to ensure that FE does not figure in the '[Foreign employers on the Prior Approval Category \(PAC\) List](#)', which is a watch list of FEs who are barred from recruiting from India for violation of the provisions of Emigration Act.

**9. Is there a minimum wage fixed for expatriates Saudi Arabia?**

- (i) There is no minimum wages fixed for expatriate workers in Saudi Arabia. The Government of India has recommended Minimum Referral Wages for various categories of jobs in Saudi Arabia which may be consulted (<https://emigrate.gov.in>) for guidance while negotiating the Employment Contract.

**10. What is the importance of Employment Contract?**

- (i) It is mandatory for all expatriate workers to have a written Employment Contract signed by the employee and the employer whereby the former undertakes to work for the latter for a wage, with a specific duration, usually two years. If no duration is specified, the duration of work permit will be deemed as the duration of the contract.
- (ii) It will be signed by both parties prior to applying for emigration clearance/visa.
- (iii) As per the Saudi labour law, the language of contract shall be Arabic, and if the contract is made in any foreign language beside Arabic, in case of dispute, the Arabic text shall prevail. It is therefore necessary to insist that Employment Contract is prepared in Arabic and English and to verify that the contents of both versions are same.
- (iv) The worker must understand the contents of the Employment Contract, which details the terms of the employment including entitlements and obligations of both the worker and the employer,
- (v) The following are the salient features of an employment contract: (1)Name of the employer, (2) place of work, (3) Job Title/Profession, (4) Duration of contract (5) Probation period, (6) Basic monthly salary, (7)Working hours, weekly rest overtime; (8) Accommodation, (9) Transportation (10) Food or food allowance, (11) Medical expenses, (12) Cost of iqama, exit/re-entry visa, exit visa etc. (13) Vacation – leave period, leave pay and cost of airfare, (15) Termination (17) End of Service Benefits, (18) Renewal of validity of contract period, (19) transportation of mortal remains in case of death (20) Mode of settlement of disputes, etc.
- (vi) Before signing the contract, one must carefully go through it and in case of doubt, seek clarification from the prospective employer/RA.
- (vii). Seek the assistance of someone knowledgeable, other than the RA, to explain the contents of Employment Contract if it is in a language not known to you.

**11. How to get a copy of the Employment Contract before departure for Saudi Arabia?**

- (i) As per the instructions of the Government of India, RAs must provide a copy of employment contract to the worker before his/her departure.

**12. What is the importance of medical test prior to processing visa?**

- (i) A worker is required to undergo a medical test in India prior to processing visa in order to ensure that he is medically fit. After arrival in the Kingdom another medical test will be taken and during which if found unfit, the worker will be sent back to India at his cost. The mandatory medical insurance provided by the employer is very basic and does not cover treatment of serious ailments. **Since it is not possible to return to India before completion of the term of contract on any grounds, including health, it is very important that one should not proceed to Saudi Arabia unless he is medically fit and free from serious ailments.**

## Visa – Important Points

13. What are the different kinds of visas in the Kingdom and how they are different from Employment Visa?
14. What are the different kinds of visas in the Kingdom and how they are different from Employment Visa?
- (i) **Employment visa** - تأشيرة عمل (tashirato amal) visa - All expatriate workers must have valid Employment visa to legally work in Saudi Arabia.
- (ii) Please note that '**Free Visas**' **do not** exist in Saudi Arabia.
- (iii) **Family Visit visa** تأشيرة زيارة عائلية (tashirato ziyarat eayila), meant for the family members of the eligible expatriates workers to visit them, and employment is prohibited on this visa.
- (iv) **Family visa** - تأشيرة زيارة (tashirato siyarat) - meant for the family members of the eligible expatriates workers to accompany (stay with) them – employment is prohibited on this visa.
- (v) **Haj Visa** تأشيرة حج (tashirato Haj)/ and **Umrah visa** تأشيرة عمرة (tashirato Umrah) are issued for the purpose of holy pilgrimage.
- (vi) **Business visa** - تأشيرة تجارية (tashirato tijarih) – meant for investors/business visitors.
- (vii) **Of the above visas, except on regular Employment visa, the holders are banned from working. Those caught working on such visas are detained, fined and deported with ban on future entry into the Kingdom**
- (viii) **Business Work visa:** تأشيرة تجارية للعمل (Tashirato Tijariah Lilamal) which allow companies to bring in skilled and highly specialized categories of workers for specific work of a short duration (2 months) and the holders are required to leave the Kingdom before expiry of the visa. Since this is not a regular employment visa, an emigrant worker should not accept it.
15. What is the importance of verification of genuineness of visa?
- (i) Since a worker must work only with his sponsor and in the same profession printed on the visa, and working in a different profession or away from the sponsor is illegal, it is important to confirm that **type of visa, profession and name of the Sponsor** on the visa sticker **tally** with those in the employment contract, with the help of an Arabic knowing person/agency, other than RA/without relying on what RA claims. A sample of Saudi Employment Visa sticker and English translation of general categories of profession are shown below for reference.
- (ii) In order to guard against cheating by unscrupulous RAs, it is therefore important to verify before travelling to Saudi Arabia that the visa issued is a genuine employment visa. For this purpose, please contact [Indian Embassy/Consulate](#) with a copy of the visa page and contact details of sponsor/RA, for assistance.

(iii). **Translation of names of general category professions:**

Profession	المهنة (al mahna)	Profession	المهنة (al mahna)
Furniture carpenter	نجار أثاث (najjar athath)	Waiter	مقدم طعام (muqaddim ta'am)
Constructions carpenter	نجار مباني (najjar mabani)	Plumber	سباك (sabbak)
House Driver	سائق خاص (saiq khaz)	Plastering worker	مليس (mulayyis)
Truck Driver	سائق شاحنة (saiq shahinah)	Tile fixer	مبلط (muballit)
Domestic labour	عامل منزلي (aamil manzali)	Mason	بناء (banna)
House maid	عاملة منزلية (aamilah manzaliah)	Watchman	حارس (haris)
Cleaning Labour	عامل نظافة (aamil nazafah)	Electrician	كهربائي (kahrubai)
Farm Labour	عامل زراعي (aamil zira'i)	Technician	فني (fanni)
Labour	عامل	Nurse (Male)	ممرض (mumarriz)
Loading and unloading labour	عامل شحن وتفريغ (aamil shahn wa tafrih)	Nurse (Female)	ممرضة (mumarrizah)



**20. What is Iqama:**

- (i) **Iqama (or Muqem card) is the Residence Permit which is the proof an emigrant's legal status in the country. It is the valid form of identification for all purposes, and without which one cannot operate banks account, ATMs, remit money, obtain mobile SIM connection/recharge, travel abroad, etc.**
- (ii) The employer must provide Iqama within 90 day of arrival of the worker after he successfully undergoes medical test and the employer arranging a health insurance. If the employer fails to provide Iqama within 90 days or renew it before its expiry, the Ministry of Labour (Toll Free Helpline No. 19911) should be contacted to register a complaint.
- (iii) On receipt of Iqama, it must be confirmed that the name is printed exactly as in the passport. If not, necessary corrections need to be got done through sponsor from Jawazat office.
- (iv) Iqama must be carried at all times and shown to police or other authorities if demanded.
- (v) It is the employer's responsibility to the cost of issue and renewal of Iqama, as well as any fines relating to its non-issuance/non-renewal.

**21. How do I register myself with the Embassy/Consulate of India?**

- (i) Registration with the Embassy/Consulate is very important as the Indian authorities will then know how to contact you in case of emergency.
- (ii) Registration can be done by sending SMS/Whatsapp or email giving your name, passport number, mobile number, visa number, location, sponsor's name, address and contact number to the Indian Embassy, Riyadh: mobile No. (+966-544205063 /Email: [sscw@indianembassy.org.sa](mailto:sscw@indianembassy.org.sa)) /or Consulate, Jeddah: Mobile No.+966-55612230/E-mail: [iwrc@cgijeddah.com](mailto:iwrc@cgijeddah.com)., or online by visiting the website of the Embassy/Consulate.
- (iii) Any subsequent changes to the contact details, as and when they occur may be communicated to the Embassy/Consulate.

**22. What is the advisory for Female Domestic Service Workers**

- (i) Since Domestic Service Workers are not covered under the Saudi Labour Law, and are not protected by its provisions, in order to protect the interests of female Domestic Service Workers, the Government of India has signed a [Bilateral Agreement on recruitment of DSWs](#) with the Saudi Government in January 2014.
- (ii) As per the Agreement: (a) recruitment of DSWs is to be done only through recognised RAs in both countries (b) DSW to have completed 30 years of age, (c) minimum wage of SR 1500/- per month, (d) a [prescribed standard employment contract](#) is to be signed by the DSW, Saudi Employer, as well as the RAs in both countries, and (e) the contract after its attestation by the Indian Mission upon submission of a bank guarantee for US\$2,500 by the sponsor, needs to be uploaded on e-Migrate portal for processing emigration clearance.

- (iii) **It is cautioned that female DSWs travelling to Saudi Arabia without following the procedures prescribed in the DSW Agreement, on any other type of visa other than DSW visa, or through a third country on tourist visa, etc., are vulnerable to exploitation as they are in the country illegally and as result do not get the protection of the law. They will be at the mercy of their employers and in case they face labour problems and wanting to go back to India, in the absence any grievance redressal mechanism, they could get stranded in the Kingdom indefinitely.**
- (iv) **It is, therefore, strongly recommended that all female DSW being recruited to Saudi Arabia travel to the Kingdom ONLY after completing the procedure prescribed under the DSW Agreement. In case of doubt, please contact the [Indian Embassy/Consulate](#) for advice.**

## Driving

### 23. What is the advisory for Indian drivers?

#### (1.) Information on Driving Vehicles in the Kingdom

- (i) A valid Saudi Arabian driving license is required for driving in the Kingdom and which can be obtained after undergoing training/driving test from accredited driving schools in the Kingdom.
- (ii) The Kingdom has world class road infrastructure. However, fatality rates in road accidents are reported to be high owing to over-speeding; ignorance of/disregard for traffic rules; inexperience of drivers; using mobile phones while driving; bad weather including sand storms, drifting sand; and camels crossing the roads, etc. Extreme caution must, therefore, be exercised while driving.
- (iii) A worker assigned to drive vehicles, must not drive unless the sponsor has arranged a valid Saudi Driving License and the vehicle has a minimum Third Party Insurance (TPI). In case of vehicle accidents caused by drivers not having valid Driving License and TPI, the sponsor has no responsibility and the driver alone is held responsible for any damage to life or property.
- (iv) In case the sponsor is forcing the driver to drive the vehicle without license and TPI, it must immediately be reported to the Police. If required, guidance of the Indian Embassy/Consulate may be sought.
- (v) Detailed information on driving and procedure for obtaining driving licence, etc. is available on the website of Ministry of Interior (<https://www.moi.gov.sa>) and Dallah Driving Schools (<http://dallahds.com>).

#### (3.) What are norms to be followed in KSA to avoid traffic rule violations?

- (1) (a) Women are not allowed to drive in KSA. (b) It is mandatory to carry in the vehicle, the documents of vehicle registration (Istamara) and insurance as well as the driving licence. (c) passengers in the front seat should always wear the seat belt (d) Children below 10 years are not allowed in the front seat, (e) Must adhere to speed limits posted on the traffic signs (these are usually in Arabic) (f) Not to use mobile phone while driving (g) driving under the influence of alcohol, drugs, or medicines affecting the ability to drive, etc. is prohibited.
- (2) **In case of accidents:** (a) notify (i) the traffic police in case of injuries/death/fire, or none of the parties has valid insurance policy, or (ii) Najm insurance service company (Toll free No 920000560) in case no one is injured (b) Do not move the vehicle/ or leave the accident spot until Police/Najm personnel arrives. (c) Inform sponsor/family/friend of accident telephonically (e) Do not sign any document given by police/Najm, etc. without knowing the content.

## Customs Advisory

### 24. What are the Guidelines on Personal Baggage, Banned Items, Bringing Medicines, etc.

#### Personal Baggage and Banned Items in Saudi Arabia

- (1.) **What is the advice on food stuff, medicines, banned items, etc. in the personal baggage?**
- (i) Saudi Customs conducts through examination of the baggage of the passengers by X-Ray screening and suspicious packets are physically examined.
- (ii) The rules are VERY STRICT and there are severe penalties for violations.
- (iii) Banned items such as narcotic drugs, alcohol, food items containing pork, khas khas, khat leaves, gutkha, pan masala, religious literature related to religions other than Islam, obscene material, Taveez/amulet/black or coloured dhaaga or such materials that may considered to be associated with black magic etc., should not be put brought to the Kingdom.
- (iii) Consult the list of prohibited/ forbidden items are available at the website of [Saudi Customs](#).
- (iv) **Ensure that your mobile phone/laptop contains no obscene/objectionable/prohibited material.**
- (v) **Parcels meant for others** - Do not accept parcels from unknown persons. If you have to take a parcel for someone, check thoroughly that it does not contain any of the prohibited items mentioned above.
- (vi) **Recheck baggage before check in** - Personally check contents of all your bags/packages once again for any prohibited items, before they are checked in.

## Medicines for Personal Use

### (2.) What is the advice on bringing medicines for personal use?

1. Saudi Food and Drug Administration (SFDA)'s [Guidelines on the import of medicines to Saudi Arabia, including lists of controlled substances, may be seen on SFDA website.](#)

2. **According to these guidelines:**

- (1) It is illegal to import drugs or medical materials that are banned in Saudi Arabia or internationally;
- (2) It is illegal to import drugs listed in Table 1 in Schedule D and Table 2 in Schedule A, as well as items listed in Article (4) of the Drugs and Narcotics Control Law ([SFDA website](#));
- (3) Drugs [other than those mentioned in (1) and (2) above] meant **for personal** use may be cleared by the Saudi authorities for import into the Kingdom subject to the following conditions:
  - (a) Patients may bring medicines for personal use, for usage not exceeding the period of stay or a maximum of 30 days whichever is less, and in its original packing, along with:
    - (i) medical report, not more than 6 months old, issued by the treating authority with personal information of the patient, medical diagnosis, treatment plan with duration, medical recommendations, generic and brand name of the medicine with prescribed dose, with translation in Arabic.
    - (ii) authentic prescription, not more than 6 months old, issued by the treating authority with diagnosis of disease, generic and brand name of the medicine with prescribed dose, method of usage and duration of treatment, with the seal of the treating authority, with translation in Arabic,
    - (iii) undertaking by the patient that the medicine is to be used by him only (with Arabic translation)
    - (iv) ID proof of the patient.
  - (b) If the medicine is not brought by the patient but his/her relatives (parents, sons, brothers and husband), copy of his ID proof has to be taken.
  - (c) If the medicine is brought by patient's representative, copy of ID proof and permission letter to bring the medicine by the patient (with Arabic translation) is to be enclosed.
  - (d) For continuing treatment with the same medication, patients should contact local doctors and medicines obtained from the local market.
  - (e) If the required medicine or alternate is not available in the local market, then the Saudi hospital where the patient is being treated may obtain the same through a local distributor after approval by Saudi Food and Drug Authority (SFDA).

**DISCLAIMER: Please note that the above information is based on the guidelines provided by Saudi authorities. The Embassy/Consulate shall not be responsible for any inconvenience/damages caused on account of bringing of any medicines to Saudi Arabia.**

### 26. **What is Huroob/Matloob?**

#### **Huroob:**

- (i) If a worker stays away from work without permission, refusing to work, or runs away from sponsor, the sponsor can report him to the authorities as **huroob** (runaway/absconding).
- (ii) A worker reported as huroob becomes illegal and loses his legal rights, salary dues, service benefits, etc. and his iqama, insurance, bank account, etc. gets cancelled, cannot work and will be unable to leave the Kingdom except through Tarheel (Detention Centres).
- (iii) Huroob status can be checked on the [Ministry of Labour website.](#)
- (iv) A huroob worker is liable to be arrested by police and will be detained in **Tarheel (Detention Centres)** pending deportation if there are no criminal cases or pending claims against him. A huroob worker deported through Tarheel is liable to pay fine of SR10,000/- and will be banned for 5 years from returning to the Kingdom.

- (v) Deportation centres process exit visa for those huroob workers who are to be deported.
- (vi) Indian Embassy/Consulate officials regularly visit Tarheels and facilitate issue of Emergency Certificates to Indian nationals who are to be deported.
- (vii) A huroob worker who is matloob, cannot leave through Tarheel.
- (viii) **Matloob:** A worker could be reported to the authorities by the sponsor for any criminal activity or damages caused and the worker is then declared matloob (wanted). An expatriate wanted for criminal offences or having outstanding loans and fines, etc. could also be made Matloob by the concerned authorities.
- (ix) A Matloob person is barred from leaving the Kingdom and is liable to be arrested and jailed.
- (x) A Matloob person must report to the concerned police station for investigations and only after completion of the judicial process/removal of matloob by the sponsor/concerned authorities that he will be able to return home. If found guilty, he will have to undergo punishment. If however, there are private rights (i.e. pending claims, compensation for the damages/losses caused by the accused), then even after completing the punishment (jail term, etc), the accused person will not be allowed to leave the Kingdom until the private rights claims are settled.
- (xi) In case of sponsors falsely reporting workers as huroob/matloob in order to harass/avoid paying dues,etc. it must be immediately reported to the Ministry of Labour helpline 19911.**
- (xii) The [Indian Embassy/Consulate](#) may be contacted for advice/assistance in all such cases.

**27. What is Nitaqat/Saudization and which are the [professions](#) banned from employing expatriates in Saudi Arabia?**

- (i) Nitaqat is a Saudization initiative of the Saudi Government, aimed at reducing unemployment among Saudi nationals and to encouraging the private sector to employ greater number of Saudi nationals as well as to reducing reliance on expatriate workers, and part of the initiative jobs in several sectors have been reserved for Saudi nationals and where employment of expatriates is prohibited.
- (ii) *While a complete list of such jobs/sectors is not officially available, it is reported that these include the posts of receptionist in hospital, hotel etc.; security guards, clerk, cashier, typist; personnel in the fields of Human Resource, Recruitment and Labour; female sales specialist/staff in shops for females; mobiles sale/repair shops, etc. It is advised that job offers for such posts/professions should not be accepted. In case of doubt seek advice of the [Indian Embassy/Consulate](#).*

**28. What is “Exit/Re-Entry Visa” (tashirat khuruj waeawda تأشيرة خروج وعودة)?**

- (i) In order to leave the country either on vacation, business trip or for any other reason except on final termination of service, an expatriate requires an “[Exit/Re-Entry Visa](#)”, which can be issued only with the sponsor’s consent, permitting him to leave and re-enter the country within a specific duration.
- (ii) If the employee does not return to the country before expiry of re-entry visa, he will be banned from entering the Kingdom for a period of two years. It is therefore very important to verify the re-entry date prior to departure.
- (iii) If any delay is anticipated in returning to the Kingdom prior to expiry of the visa, the sponsor must be contacted before expiry of exit/re-entry visa for its extension.

**29. What is final “Exit Visa” (Khuruj Nihayiy خروج نهائي):**

- (i) **In order for a worker to leave the Kingdom on completion/termination of contract, final ‘Exit Visa’ is required which will be arranged by the sponsor.**
- (ii) **While leaving on final exit, it must be ensured that:**
  - (a) The exit visa is for ‘Final Exit’ and not for ‘Exit/ Re-entry’.
  - (b) Original Iqama has been submitted to Passport Department (Jawazat). In case of electronic exit, iqama should be surrendered at the airport.
  - (c) One has received all dues including End-of-Service Benefits from the sponsor.
  - (d) No vehicle remains registered in his name.
  - (e) All outstanding loans including from Bank either directly or under sponsor’s guarantee

- have been repaid.
- (f) Unpaid fines/ penalties/dues/debts such as those for traffic fines, utility/phone bills or any other services have been settled. As all such dues/fines/debt are linked to the iqama, one will be unable to leave the Kingdom until they are settled.
  - (g) Original certificates of academic/professional qualifications have been returned by the sponsor.
  - (h) A No Objection Certificate of the sponsor has been obtained if one wishes to return to Saudi Arabia on new visa under a new sponsor. This is especially important in case the contract had a non-competition clause which prohibits the employee from working with the competitor company.
  - (i) Experience Certificate has been obtained from the sponsor as this may be required by new employer.
  - (j) A set of documents pertaining to stay in Saudi Arabia, such as copies of passport, Iqama, Exit paper etc. is retained, for any future use.
- (iii) **Saudi Police Clearance certificate which is issued by the Saudi authorities must be obtained before issue of exit visa/leaving the Kingdom.**

## PART -V

### Saudi Labour Law – Basic Points

Labour law governs the employer-employee relations in the Kingdom. A worker is entitled to receive the rights guaranteed by the Labour Law. While some of the BASIC points of the Labour law are outlined below, for further details, the text of the [Labour Law](#) available on the Embassy of India website may be referred to.

#### 1. Coverage:

- (i) Labour law governs the employer-employee relations in the Kingdom. A worker is entitled to receive the rights guaranteed by the Labour Law. For the text of the [Labour Law](#), please visit the website of the Indian Embassy, Riyadh (<http://www.indianembassy.org.sa>).
- (ii) All general category expatriate workers (those working in companies/establishments) are covered under the provisions of the Labour Laws. However, domestic service workers (housemaids, house drivers, gardeners, etc.), agriculture workers in firms employing less than 10 workers, crew working on ships having a load of less than 500 tonnes, workers on short term visa work visa, etc. are not covered by the Labour Law.

#### 2. Employment contract:

- (i) A written employment contract signed by the employer and an expatriate employee is compulsory, specifying a fixed duration, usually two years.
- (ii) The contract shall be in Arabic. However, if it is in another language along with Arabic, in case of dispute, the Arabic text shall prevail.
- (iii) The contract shall include the name and address of the employer and the employee, job title, location of work, duration of contract, probation period, wage agreed upon, provision of free food or food allowance and accommodation, working hours, overtime allowance, vacation, air passages, medical insurance, end of the service benefits, provision in regard to disposal or transportation of mortal remains to India in case of demise of the employee, mode of settlement of disputes, etc.

#### 3. Probation Period:

- (i) Probation period, if provided in the employment contract, is usually not exceeding 90 days. It may, however, be extended up to 180 days with the written agreement of the parties.
- (ii) During probation either party may terminate the agreement without payment of compensation or end of service benefits, though cost of return journey is to be borne by the worker.

#### 4. Working hours/Weekly Holiday/Overtime allowance:

- (i) Working hours are 8 hours daily and 48 hours per week. During the month of Ramadan, the working hours are reduced to six hours a day and 36 hours a week, for Muslim workers.
- (ii) Overtime rates are 150% of the hourly wage.
- (iii) Friday is the weekly rest day which may be replaced with any other day of the week.
- (iv) Rest period of 30 minutes during work day is provided and the worker shall not be made to work for more than 5 hours continuously. In no case total working hours should 12 hours per day.

#### 5. Accommodation:

- (i) It is the responsibility of the employer to provide residential accommodation or house rent allowance in lieu of it as provided in the employment contract.

**6. Food or food allowance:** It is the responsibility of the employer to provide food or food allowance as per the employment contract.

#### 7. Fees for Recruitment fees, iqama, exit/re-reentry, exit visa etc.

- (i) Employers shall incur the fees pertaining to the recruitment, medical tests, fees of the residence permit (iqama), their renewal and fines resulting from any delay as well as fees pertaining to exit and re-entry visas.

#### 8. Medical/Health Insurance:

- (i) It is mandatory for employers to provide their expatriate workers health insurance which is necessary for workers to access medical treatment.

- (ii) Soon after arrival, in order to obtain the medical insurance, which is a pre-requisite for issuing Iqama, a worker has to undergo a medical test at approved medical centres.

**9. Leave:**

- (i) Annual Leave: 21 days if the worker has completed one year of service; and 30 days after 5 years of continuous service with the same employer.
- (ii) Medical leave: First 30 days sick leave with full wage; next 60 days with 3/4<sup>th</sup> of wage; and without pay for the following 30 days in a single year.
- (iii) Paternity Leave: 3 day's leave on the birth child.
- (iv) Maternity Leave: 10 weeks - four weeks before the expected date of delivery and six weeks after the delivery, extendable by one month without pay. Leave salary admissible is half the salary, if served with the employer for one year, and full salary if the service is for three years or more.
- (v) Other Types of leave: Death of spouse or children: 5 days leave will be allowed. A female employee, in the event of death of her husband is entitled to 15-130 days leave depending on her religion. Haj: Paid leave of 10-15 days once during service is allowed for performing Haj for an employee who has previously not performed Haj, after completing two years of service.
- (vi) Public Holidays: Saudi National Day, Eid al-Fitr and Eid al-Adha are fully paid holidays and if the workers required to work, they are entitled to overtime.

**10. Cost of Air ticket:**

- (i) Employer has to bear the airfare of the workers from home country to Saudi Arabia for joining work and for their return after completion of the contract period.
- (ii) However, the cost of air ticket must be borne by the worker if his contract is terminated during probation period, he fails medical test, or terminated his employment for his own fault.

**11. Renewal of employment contract:**

- (i) As per the Saudi Labour law, a fixed term contract shall terminate upon expiry of its term and the sponsor must repatriate the worker.
- (ii) If both parties continue to implement the contract, it shall be deemed renewed for an indefinite period subject the provision that a non-Saudi contract which has no specific duration, the duration of the work permit shall be duration of the contract.
- (iii) If the fixed-term contract incorporates a clause providing for its renewal for a similar term or a specified term, the contract shall be renewed for the period agreed upon.
- (iv) If a fixed term contract is renewed for two consecutive terms or if the original contract term and the renewal period amount to three years, whichever is less, and the two parties continue to implement it, the contract shall become an indefinite term contract.
- (v) In case the worker wishes to return home on expiry of the existing contract, notice of his intention to leave the employment may be given in 30 days (in fixed term contract)/60 days (in indefinite term contract) before expiry of the contract.

**12. Termination of Contract:**

- (i) **Employment contract may be terminated:** without notice by either party any time during probation; if the worker failed the medical examination; by mutual consent of both parties; on expiry of term of contract unless it is extended; at the discretion of both parties in indefinite contracts; or on the worker attaining the age of retirement (60 years for male and 55 for female) unless both parties agree to continue work beyond the age of retirement.
- (ii) **The employer may dismiss the worker without notice for** assaulting the employer/management; failure to perform duties, follow legitimate orders or safety instructions; disobedience; misconduct or acts infringing on honesty or integrity; deliberately causing material loss to the employer; forgery in order to obtain the job; absence from work for more than 20 days in one year or for more than 10 consecutive days; unlawfully takes advantage of his position for personal gain; disclosure of work-related industrial or commercial secrets, etc.
- (iii) **Termination of the contract by the worker without giving notice, if the employer/his representative** fails to fulfil contractual or statutory obligations; resorts to fraud at the time of

contracting with respect to the work conditions and circumstances; assigns the worker, without his consent, a work which is essentially different from the work agreed upon; commits a violent assault or an immoral act against the worker or any of his family members; subjects the worker to cruelty, injustice or insult; fails to take measures to remove serious health or safety hazard at the workplace of which he was aware; cause the worker to appear as the party terminating the contract through his actions, unjust treatment or violation of the terms of the contract, etc.

- (iv) **Termination of contract without a valid reason:** If the contract is to be terminated without a valid reason, the party harmed by the termination is entitled to be compensated by the other party.

**13. End of Service Benefits**

- (i) End of Service Benefits (ESB) will be admissible after 2 years of service with the same employer, at the rate of half-a-month wage for each of the first five years, and one-month wage of each of the subsequent years of service beyond five years.
- (ii) If the worker resigns, entitlement of ESB is at the rate of 1/3rd of the award for service between 2 to 5 years; 2/3<sup>rd</sup> of the award for service between 5 to 10 years and full award for service of 10 years or more.
- (iii) Worker shall be entitled to the full award if he leaves the work due to a *force majeure* beyond his control. A female worker shall likewise be entitled to the full award if she ends her contract within six months from the date of her marriage or three months from the date of giving birth.
- (iv) At the end of the worker's service, the employer shall pay his wages and settle his entitlements within one week from the date of the end of the contractual relation. If the worker ends the contract, the employer shall settle all his entitlements within two weeks.

**14. Labour Disputes**

- (i) In the event of labour disputes, cases are to be filed in the Labour Offices located in the jurisdiction the place of work.
- (ii) The Labour office shall take measures to settle the disputes amicably failing which the matter will be referred to the Commission for Settlement of Labour Disputes.

**15. Non-competition/confidentiality clauses:**

- (i) If the work assigned allows the worker to get acquainted with the employer's customers, or to have access to his business secrets, the employer may require the worker in the contract not to compete with him or reveal his secrets upon expiration of the contract, upto a maximum period of 2 years. If such a clause is part of the contract, the employee will be barred from taking up employment with a competing company, by sponsorship change or after leaving on final exit returning on a new visa, for two years, and prevented from disclosing business secrets upto 10 years. The employer could within one year of breach coming to his notice could report the worker for violation of the labour law and seek penalties, including deportation.
- (ii) For those planning to change sponsors/job, it is advisable to obtain a letter from the employer specifically stating their no-objection for taking up employment in the specific field.

## **PART-VI**

### **General Information**

#### **1. Information for Casual Visitors**

- (i) Saudi Arabia does not issue tourist visas; only family visit and business visit visas are issued.

#### **2. Information for visitors on Haj Pilgrimage**

- (i) Ministry of Minority Affairs, Government of India coordinates arrangements for Haj pilgrimage in consultation with the Haj Committee of India and the Indian Consulate, Jeddah.
- (ii) Haj pilgrims may acquaint themselves with the relevant rules and regulations of the pilgrimage from the website of the [Indian Consulate, Jeddah](#) and the [Haj Committee of India \(www.hajcommittee.gov.in\)](#)
- (iii) **On family visit visa** performing Haj is NOT permitted, but Umrah is permitted.
- (v) On Haj/Umrah visa travel is restricted to the places of pilgrimage in Makkah and Madinah
- (vi) **For Umrah**, visas are issued by the Saudi Embassy, New Delhi/Consulate, Mumbai.

#### **3. What are the Social customs and Cultural aspects to followed while in Saudi Arabia**

- (i) The official religion is Islam. Public practice of any religion other than Islam is prohibited.
- (ii) All women, including foreign, must wear an abaya (a full-length loose black robe that is worn over the normal clothes) outside the home and also have their heads covered.
- (iii) Men should also dress conservatively and not wear shorts in public or go without a shirt. Standard dress for men is lightweight trousers and shirt (usually long-sleeved).
- (iv) Gender segregation is practised in public places. Men and women are not allowed to interact in public unless they are related in some way. Public display of affection is not allowed.
- (v) During the holy month of Ramadan, one should not eat, drink or smoke in public until sunset.
- (vi) Entry to Makkah and Madinah is strictly forbidden to all non-Muslims.
- (vii) All expatriates are expected respect the culture, customs and rules of Saudi Arabia. It is important for anyone travelling to Saudi Arabia to familiarize with local rules and regulations, working and living conditions and labour laws, etc. One may visit the websites of the [Indian Embassy/Consulate](#) and [the Saudi Ministry of Labour](#) for this purpose.

#### **4. Whether forming associations/unions, striking work, demonstrations, etc. are allowed ?**

- (i) Formation of association/unions, etc. is illegal in Saudi Arabia.
- (ii). Refusal to work/striking work or organizing public protests, etc. are strictly banned and dealt with sternly, with arrest, imprisonment and deportation. One should not resort to such methods as a means for bringing their grievances to the notice of the authorities. All work related grievance must resolved ONLY through the appropriate Labour Courts.

#### **5. What is the advisory on the use of Photography/Social Media/Internet, etc.?**

- (i) Photography is a sensitive subject in the Kingdom. Do not attempt to take photos/video of government buildings, industrial areas, airports, police checkpoints, etc. or such sensitive installations as this could lead to arrest, jail and deportation. Also avoid taking pictures/video of streets, public places, etc. and people, especially women, without permission, as well as posting such photos/video on the social media.
- (ii) Exercise extreme caution while using internet and social media so as not to break the local/cyber laws – e.g. browsing/forwarding of objectionable material/contents from any prohibited sites on the internet; sharing/‘liking’ of pictures/posts on the social media, of a religious nature could be construed as blasphemous, offensive to religious/social sensitivities, critical of political system, etc. - as such acts could lead to arrest, punishment and deportation.
- (iii) Do not circulate videos of grievances relating to working conditions, etc. in the Kingdom, on the social media as this could be counter-productive since circulation of such videos which are perceived to be tarnishing the reputation of the employer as well as the image of the host country or violating the cyber/privacy laws, etc. are dealt with sternly.

## 6. Legal Environment

- (i) The legal system in Saudi Arabia is based on Islamic Shari'ah law.
  - (ii) The judicial system of the Kingdom is comprised of the Supreme Court at the apex followed by Courts of Appeal (Second Degree Courts), and Courts of First Instance, viz. General Courts, Criminal Courts, Matrimonial Courts, Business Courts, and Labour Courts.
  - (iii) The criminal law has two aspects: the **Public Rights** section which allows the authorities to prosecute individuals committing criminal acts, and the **Private Rights** section which allows individuals to claim restitution for the injuries (physical/material) caused by the action(s) of the accused, as well as the legal heirs of the injured person the right to either claim or waive the right to claim compensation or the imposition of the death penalty (in murder cases). While Civil 'Private Right' cases are bailable (subject to providing guarantee), the Criminal Public Right cases are not bailable. The accused person remains in prison until completion of the legal proceedings.
- iv. Please note that in Cases where private rights (monetary compensation to the victim or family for the damages caused) - for offences involving theft, monetary loss, misappropriation, debt, moral and material damages, or in cases involving death where 'diyya' (blood money), is admissible, even after completing punishment/jail term (public rights), the prisoner will not be released until such private rights claims are settled.**
- (v) Law enforcement is very strict and punishments for violation of the rules are very severe. Crimes such as murder, rape, drug trafficking, adultery, homosexual acts, blasphemy, converting a Muslim to another faith, terrorism etc. carry death penalty. Possession/use of narcotics, alcohol, or other forbidden material such as religious literature or articles associated with faiths other than Islam, pornographic/obscene material, etc. is dealt with sternly with severe punishments including jail term, public flogging and deportation.
  - (vi) Expatriates in business/labour disputes/financial claims, etc. are subject to travel ban. Those found guilty will not be allowed to leave the Kingdom even after serving the punishment, until the private rights claims, if any, are settled.
  - (vii) As Arabic is the official language, all legal proceedings are carried out in Arabic only.
  - (viii) The detained has the right to appoint a Saudi lawyer to defend him and follow up his case with police/court, etc. However, the cost of hiring of lawyers for litigation purposes is a very high.
  - (ix) Appeal against judgements must be brought before the higher court within 30 days from date of judgements failing they become final after confirmation by higher courts.

## 6. Arrest by Police/Imprisonment–Precautions

- (i) All efforts must be made for observing the local rules, regulations and customs so that one stays on the right side of the law especially since some of the practices/actions that are legal in India are strictly prohibited here.
  - (ii) **In the event of arrest or detention by the police**, the person must:
    - (a) alert the sponsor and friend/relative about the arrest. (b) notify Indian Embassy( Tel:+966-11)-4884144/extn.128; or/8002471234 fax 4810742; email: [jail@indianembassy.org.sa](mailto:jail@indianembassy.org.sa)),or Consulate: Tel: +966-12-2610189/8002440003,fax +966-122610574 email: [vccw.jeddah@mea.gov.in](mailto:vccw.jeddah@mea.gov.in)) of the arrest.
  - (iii) As the accused has the right not to sign a document in a language he does not understand, do not sign or put fingerprint on any document without understanding the contents; ask for English translation.
- (iii) It may be noted that as a Diplomatic Mission, Indian Embassy/Consulate has no powers to release the arrested/detained person. The Mission, however, renders counselling/advice to the detainee and request the authorities to follow the due process of law as well as seek consular access to the accused through diplomatic channels.**
- (iv) In case the arrest leads to prosecution in a court of law he must:
    - (a) inform the Embassy/Consulate about the date of hearing in advance to enable the latter to provide assistance during the hearing. (b) insist on the presence of a translator during the proceedings in the Court, if he doesn't know the Arabic.

## PART -VII

### Welfare Schemes for Workers Abroad

#### I. Government of India's Welfare Schemes for Workers Abroad

##### (I) Pravasi Bharatiya Bima Yojana (PBBY)

1. PBBY is a compulsory insurance for Indian workers holding ECR passports going to ECR countries including Saudi Arabia.
2. The salient features are:(i) Insurance cover of Rs.10 lakh in case of death/permanent disability,(ii)Medical expenses in case of injuries/sickness/ailment/diseases–upto Rs.50,000/-. (iii)Repatriation cover in case of sick/medically unfit to work.(iv) Family hospitalisation cover in India–upto Rs.25,000/.(v)Maternity benefits to women workers– Rs.25,000/.(vi)In case of death, cost of transportation of mortal remains besides one way economy class fare of one attendant.(vii) Premium charged -Rs. 275/- and Rs. 375 plus taxes for policy periods of two and three years, respectively.
3. Details of the Yojana are available on the eMigrate portal. ([www.emigrate.gov.in](http://www.emigrate.gov.in))

##### (II) Indian Community Welfare Fund (ICWF)

1. ICWF is a welfare Scheme run by the Ministry of External Affairs for the welfare of overseas Indian workers.
2. Under the scheme, Indian Missions provide the following services, on a means tested basis in the most deserving cases: (i) Boarding and lodging for distressed Indian workers in domestic sectors and unskilled labourers; (ii) emergency medical care to the Indians in need; (iii) air passage to stranded Indians in need; (iv) initial legal assistance to the Indians in deserving cases; (v) expenditure on transportation of mortal remains to India or local burial of the deceased Indians where the sponsor refuses to bear the expenditure or the family is unable to meet the cost; (vi) payment of penalties in respect of Indian nationals for illegal stay in the host country where prima facie the worker is not at fault; (vii) payment of small fines/penalties for the release of Indian nationals in jails/detention centre.
3. Indian workers, in need, can approach [Indian Embassy/Consulate](#) directly.

#### II. Compensatory Provisions for Work Related Injuries/Disabilities in KSA and GOSI Insurance

##### 1. What is the provision for compensation for work related injuries and disabilities?

(1). Employer is responsible for the medical treatment of work related injury and occupational disease of the worker. In case of disability from work injury, full wages for 30 days, and subsequently 75% of the wage for the entire duration of medical treatment are to be paid. In case recovery exceeds 1 year or if the chances of recovery are improbable, or physically not fit to work, the injury shall be deemed total disability and he shall be entitled to disability compensation equal to 3 years wages subject to a maximum of SR 56,000/-. Similar compensation is admissible in case of death as a result of such injury/disease. Where the employee is registered with GOSI, GOSI will be responsible for such payments.

(2) The employer shall not be liable for payment of compensation, etc. for the injuries caused by deliberate actions or intentional misconduct of the worker, or he refuses treatment by the physician designated by the employer without a valid reason.

(3). **It is mandatory for employers to register all workers, irrespective of their nationalities, with Occupational Hazards Branch of General Organization for Social Insurance (GOSI) for insurance coverage in the event of sustaining injuries by the worker out of occupational hazards, employment accidents or occupational disease, by employer contributing 2% of the worker's wages. However, in practice, only industrial establishments/companies/reputed employers, etc. register their workers with GOSI.**

(4) GOSI Provides cash compensation equivalent to the daily wage for each day of disability. In case of permanent disability, compensation will be paid as decided by a medical board of GOSI. Injuries must be reported to the employer within 7 days and the employer is to notify GOSI within 3 days and upon which GOSI provides necessary treatment to the injured at the medical facility on its panels. **In case of compensation of death caused by occupational hazards and accidents, the GOSI, pays compensations directly to the Next of Kin.**

5. Registered employees can remain in direct touch with GOSI by registering themselves on their website using their GOSI Id, iqama number, email id and mobile number. All workers having GOSI insurance must keep their families informed about the insurance details.

(6) **For further details on the scheme, please visit the website of [GOSI](#).**

## PART- VIII

### Labour Disputes: Grievance Redressal Mechanism of Saudi Government

1. **What is the mechanism of Saudi Government for the redressal of Labour Disputes?**
  - (i) The labour dispute redressal mechanism of Saudi Arabia consists of **Labour Offices** and **Competent Commissions empowered to settle Labour Disputes**, viz. **Preliminary Commissions for Settlement of Labour Disputes** and (b) **High Commission for Settlement of Labour Disputes**
  - (ii). **Labour Offices (maktab al-amal: مكتب العمل)**
    - (a) In case of labour disputes, a worker has the right to contact the concerned Labour Office in his area of work to complain against the violation of his work related rights as enshrined in the Saudi Labour Law. There are 37 Labour Offices located in different parts of the Kingdom (contact details are on page No. 27)
    - (b) Labour Offices consider the disputes and try to settle them amicably between the worker and the employer. If they fail to do so, disputes are referred to the Preliminary Commission for Settlement of Labour Disputes.
    - (c) The Labour Office does not accept any case filed after elapse of 12 months of (i) the occurrence of event which led to the dispute (ii) the termination of work relations.
  - (iii) **Preliminary Commission for Settlement of Labour Disputes** (alhayyat alaibtidayiyat litaswiat alkhilafat aleumaliaالهيئة الابتدائية لتسوية الخلافات العمالية). The Commission act as private courts to consider labour cases and settle them in accordance with the Labour Law.
  - (iv) **High Commission for Settlement of Labour Disputes** (alhayyat aleulya litaswiat alkhilafat aleumaliaالهيئة العليا لتسوية الخلافات العمالية).
    - (i) Either party may appeal the decisions of the Preliminary Commission to High Commission, within 30 days from the date of delivery of the preliminary commission's decisions. The decision of the High Commission will be final and binding on both parties.
    - (ii) However, the decision of the Preliminary Commission, if not appealed within 30 days shall be deemed final.
    - (iii) All decisions of the High Commission shall be deemed enforceable from the date of their issuance.
2. **What are the welfare initiatives of the Saudi Labour Ministry for expatriate workers?**
  - (i) The Saudi Labour Ministry has set up a Toll Free Helpline Number 19911 where the workers can register their grievances in multiple languages including English, Hindi/Urdu and Malayalam **and are provided appropriate advice for further follow up with concerned Labour Offices.**
  - (ii) Ministry of Labour has initiated a website <http://www.laboreducation.gov.sa> for educating expatriate labour about labour laws, duties and obligations of worker and the employer, and where to seek assistance in case of difficulty, etc.
  - (iii) **Free mobile SIM cards with credit balance for calls/SMS are being given to all expatriate workers on their arrival at airports in Saudi Arabia. (This may be collected at the airport on arrival)**
  - (iv) Saudi Government has a housemaids' shelter in Riyadh where runaway housemaids are housed pending their deportation.
3. **What is the grievance redressal mechanism for workers not covered by Labour Law?**
  - (i) **Domestic Service Workers** (housemaids, house drivers, gardeners) are required to approach the Commission for Settlement of Domestic Workers Labour Disputes: Ijan alfasl fi khilafat wa mukhalafat aemmal alkhidmat almanziliat wamin fi hakmihim (لجان الفصل في خلافات ومخالفات عمال الخدمة المنزلية ومن في حكمهم) situated in the concerned Labour Offices for redressal of their grievances with the relevant documentation (copies of employment contract, iqama, passport copy as well as contact details of the sponsor). (Guidance may be obtained from Ministry of Labour helpline 19911). (ii) **Other category of workers** who are not covered under the Saudi Labour Law such as shepherds and farm workers may also approach the nearest Labour Office for redressal of their grievances.

## PART- IX

### Services of the Indian Embassy/Consulate

Looking after the welfare of Indian nationals in the Kingdom is an important aspect of the work of the Indian Embassy/Consulate. This involves, among others, providing assistance to the Indian workers in distress, in resolving their grievances; disposal of mortal remains of deceased Indian nationals; and realisation of death compensation; providing consular service including issuing of passports, emergency certificate, registration of birth, attestation of various documents, etc.

#### I. Redressal of Labour Complaints

##### **What are the assistance the Embassy/Consulate provide to the workers facing labour problems?**

(1) Since the Embassy/Consulate has no leverage over the Saudi employer, and the resolution of labour disputes through Labour Courts is time consuming, taking several months, the Embassy/Consulate attempts to resolve the grievances through discussion with the sponsor and the Indian RA, if any, for finding an amicable solution. If no agreement or amicable settlement is reached, the workers are advised to approach the Labour Court where the Embassy/Consulate provides necessary advice, assistance and free interpreter services to enable them to pursue their cases.

- (i) The workers must lodge their complaint on our electronic portal MADAD ([www.madad.gov.in](http://www.madad.gov.in)) with all relevant documents, such as copies of passport, Iqama, visa, contract, as well as contact numbers of sponsor and the Indian RA, for follow up action by the Embassy/Consulate.
- (ii) In case of difficulty in registering the complaints on MADAD portal, one may seek the assistance, of the [IWRC](#), the services of which is available round the clock.
- (iii) The workers could also visit the Embassy/Consulate on all working days from 9.00 am to 12.30 pm and discuss their grievances with the concerned offices.
- (iv) **Female DSWs** facing labour problem, exploitation/harassment, etc. also could contact the [Embassy/Consulate](#) for advice and assistance.

(2) [Indian Workers Resource Centre \(IWRC\)](#) : IWRCs have been set up at the Indian Embassy, Riyadh/Consulate, Jeddah which provide the following services to the distressed workers:

- (i) Toll free 24X7 helpline number manned by multilingual staff.
- (ii) receive, register and monitor the grievance petitions received through various channel, on the MADAD portal.
- (iii) provide advice and counselling to the workers.
- (iv) make persuasive telephone calls to sponsors/RAs.
- (v) escalate the cases to the Community Welfare Wing of the Embassy/Consulate for further follow up.

**PART- X****IMPORTANT GOVT. OF INDIA CONTACTS****Address and contact details of Indian Embassy and Consulate in the Kingdom**

	<b>Embassy of India, Riyadh.</b>	<b>Consulate General of India, Jeddah</b>
<b>Address</b>	B-1 Diplomatic Quarter Post Box No. 94387 Riyadh-11693.	Building of Mr. Mansoor Abdul Rahman Al Hueesh Villa No.34 (Behind National Commercial Bank), Near Al Huda Mosque, Tahlia Street, Post Box No.952 Jeddah-21421.
Telephone (General Enquiry)	(+966-11) 4884144/ 4884691/ 4884692	(+966 12) 2614093, 6603779
24Hours Helpline	Helpline No. +966-11) 488 4697 Toll Free Number-800 247 1234	Help-Line No. (+966 12) 6614276 Toll Free number: 8002440003
Fax Numbers	(+966-11) 4810742; 4884750	(+966 12) 2840238
Website	<a href="http://www.indianembassy.org.sa">www.indianembassy.org.sa</a>	<a href="http://cgijeddah.com">http://cgijeddah.com</a> & <a href="http://www.cgijeddah.mkcl.org">www.cgijeddah.mkcl.org</a>
Social Media Account Handles	Twitter: <a href="https://twitter.com/IndianEmbRiyadh">IndianEmbRiyadh</a> Facebook: <a href="https://www.facebook.com/IndiaInSaudiArabia">IndiaInSaudiArabia</a>	<a href="https://www.facebook.com/CGIJeddah">CGIJeddah</a> ConsulateGeneralofIndiaJeddahSaudiArabia
Working Days & Timings:	Sunday to Thursday (0900 hrs to 1730 hrs. Holidays: Friday & Saturday	Sunday to Thursday 0830 hrs to 1700 hrs. Holidays: Friday & Saturday
<b>Consular Jurisdiction</b>	Provinces of Riyadh, Al Jouf, Hail, Al-Qasim, Eastern Province and Northern Borders in the Central, North and Eastern Regions where the major cities of Sakakah, Hail, Buraida, Dammam, Al-Khobar, Jubail, Al-Hasa, Hofuf, Qatif, Hafr-al-Batin, Al-Kharj, Rafha, Khafji, Arar, Raheema, etc. located.	Provinces of Tabuk, Madinah, Makkah, Al Baha, Asir, Jizan and Najran in the Western and South Western Region where the major cities of Jeddah, Madinah, Makkah, Tabuk, Yambu, Taif, Abha, Khamis Mushayat, Bishah, Sharourah, Qunfudah, Dhuba, Al Leith, etc. are situated.
<b>Contact numbers of various Wings of the Embassy/Consulate</b>		
<b>Labour Section</b> (Labour complaints, salary dues, court cases, repatriation, Housemaids, etc.)	Tel(+966-11) 4804554 Fax: (+966-11) 4810742 Email: <a href="mailto:cw.riyadh@mea.gov.in">cw.riyadh@mea.gov.in</a>	Tel: (+966 12) 2610189;6649563 Fax(+966 12) 2610574 E-mail: <a href="mailto:vcclab.jeddah@mea.gov.in">vcclab.jeddah@mea.gov.in</a>
<b>Death Section</b> (Registration of death, NOC for transportation of mortal remains transportation/burial in KSA, Death compensation, etc.)	Telephone 4884144. Ext.110/119/325 Fax No. +966-114810742. E-mail: <a href="mailto:dr.riyadh@mea.gov.in">dr.riyadh@mea.gov.in</a> <u>On holidays and after office hours:</u> Tel: +966-11) 488 4697 (24X7 helpline) 800 247 1234(Toll Free)	Tel: (+966 12), 2646130; 6649043 Fax: (+966 12) 6637307 E-mail: <a href="mailto:vcclab.jeddah@mea.gov.in">vcclab.jeddah@mea.gov.in</a> <u>On holidays and after office hours:</u> Mob: (+966)556122301
<b>Jail Section</b> (Detention/Arrest/imprisonment of Indian nationals)	Telephone; (+966 11)4884144. Ext.128 (+966-11) 4816348 Fax: 00 966-11-4810742. Email: <a href="mailto:jail@indianembassy.org.sa">jail@indianembassy.org.sa</a>	Tel: (+966 12)2610189 Fax(+966 12) 2610574 E-mail: <a href="mailto:vcclab.jeddah@mea.gov.in">vcclab.jeddah@mea.gov.in</a>
<b>Consular Section</b> (Passport; Emergency certificate, Attestation; Birth/Marriage certificate, etc.)	Tel: (+966-11) 488 4144/Ext.101 Fax No. (+966-1) 488 4183 Email: <a href="mailto:cons.riyadh@mea.gov.in">cons.riyadh@mea.gov.in</a>	Tel: (+966 12) 6649043 Fax: (+966 12) 2610574 Email: <a href="mailto:vcclab.jeddah@mea.gov.in">vcclab.jeddah@mea.gov.in</a>

**Contact details of Indian Workers Resource Centre (IWRC)**

<b>IWRC Riyadh:</b>	<b>IWRC, Jeddah</b>
Location: Embassy of India, Riyadh <b>How to contact:</b> On telephone(At all times): 800 247 1234 (24X7 Helpline Toll Free Number) E-mail: <a href="mailto:sscw@indianembassy.org.sa">sscw@indianembassy.org.sa</a> Whatsapp: (+966)544205063	Location: Consulate General of India, Jeddah. <b>How to contact:</b> On telephone ( At all times): 24X7 Helpline No.(+966 12) 6614276 : Toll Free Number: 800 244 0003; E-mail: <a href="mailto:iwrc@cgijeddah.com">iwrc@cgijeddah.com</a> Whatsapp:+(966) 556122301

**PART-XI****IMPORTANT SAUDI GOVERNMENT CONTACTS****Saudi Embassy/Consulate in India**

Embassy of Saudi Arabia 2, Paschimi Marg, Vasant Vihar New Delhi 110057 Phone:( +91-11) 43244444, Fax:(+91-11) 26144244 Email: <a href="mailto:inemb@mofa.gov.sa">inemb@mofa.gov.sa</a> Working Hours:Monday to Friday (9am-4pm)	Consulate of Saudi Arabia Maker Tower, F Wing, 4 <sup>th</sup> Floor, Cuffe Parade, Mumbai Tel: (+91-22) 22156001, 22156002 Fax (+91-22) 22156006 Email <a href="mailto:incon@mofa.gov.sa">incon@mofa.gov.sa</a> Working Hours: Monday to Friday (9:30 am-4 pm)
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**Saudi Ministries/Offices****Ministry of Labour**

<b>Toll Free Helpline Number to register labour complaints</b>	<b>19911</b>
<b>To check Huroob status</b>	<a href="https://www.mol.gov.sa/services/inquiry/nonsaudiempinquiry.aspx">https://www.mol.gov.sa/services/inquiry/nonsaudiempinquiry.aspx</a>
<b>To check visa/exit/re-entry visa validity</b>	<a href="https://www.eserve.com.sa/VVSWeb/">https://www.eserve.com.sa/VVSWeb/</a>

**Labour Offices**

Sl.No.	City	Telephone No.	Sl.No.	City	Telephone No.
<b>Areas under the consular jurisdiction of Indian Embassy, Riyadh</b>			20.	Sakaka, Al Jouf	014-6241766
1.	Riyadh	011-4039857	21.	Al Qurayyat	014-6421108
2.	Al Kharj	011-5448231	22.	Turayf	014-6521029
3.	Al Duwadimi	011-6431803	23	Arar	014-6627128
4.	Al Majmaah	016-4321724	<b>Areas falling under the Jurisdiction of Indian Consulate, Jeddah</b>		
5.	Wadi Al Dawasir	011-7840264	24	Jeddah	012-6311687
6.	Al Zulfi	016-4220235	25	Madinah	014-8654417
7.	Shaqra	011-6221342	26	Makkah	012-5420745
8.	Buraydah, Al Qassim	016-3250387	27	Aseer-Abha	017-2242128
9.	Unayzah	016-3640285	28	Yanbu	014-3222488
10.	Al Rass	016-3333502	29	Al-Baha	017-7253240
11.	Hail	016-5321139	30	Bisha	017-6226718
12.	Dammam	013-8261419	31	Najran	017-5221431
13.	Al Ahsa	013-5820835	32	Jizan	017-3226446
14.	Hafar Al Baten	013-7220220	33	Taif	012-7495200
15.	Al Khobar	013-8641541	34	Qunfudhah	017-7321250
16.	Buqayq	013-5661324	35	Alula	014-8840830
17.	Al Jubail	013-3620450	36	Tabuk	014-4221181
18.	Al Khafji	013-7660380	37	Alwajh	014-4421970
19.	Ras Tannurah	013-6670424			

**PART-XII****EMERGENCY NUMBERS**

Police	999
Fire Department	998
Traffic Police(Traffic accidents with injury)	993
Ambulance/Medical Emergencies	997
Najm insurance service company- (in case of non-injury accidents)	920000560

**IMPORTANT WEBSITES**

1.	Embassy of India, Riyadh	<a href="http://www.indianembassy.org.sa">www.indianembassy.org.sa</a>
2.	Consulate General of India, Jeddah	<a href="http://cgijeddah.com">http://cgijeddah.com</a> <a href="http://www.cgijeddah.org">www.cgijeddah.org</a>
3	Ministry of External Affairs, New Delhi	<a href="http://www.mea.gov.in">www.mea.gov.in</a>
4	Indian Passport Authority	<a href="http://www.passportindia.gov.in">www.passportindia.gov.in</a>
5.	MADAD Portal	<a href="http://www.madad.gov.in">www.madad.gov.in</a>
6	e-Migrate Portal	<a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a>
7	Saudi Embassy, New Delhi	<a href="http://embassies.mofa.gov.sa/sites/india/EN">http://embassies.mofa.gov.sa/sites/india/EN</a>
8.	Saudi Consulate, Mumbai	<a href="http://embassies.mofa.gov.sa/sites/india/EN/Mumbai">http://embassies.mofa.gov.sa/sites/india/EN/Mumbai</a>
9.	Saudi Ministry of Labour, Riyadh	<a href="http://www.mol.gov.sa">www.mol.gov.sa</a>
10.	Saudi Ministry of Interior	<a href="https://www.moi.gov.sa">https://www.moi.gov.sa</a>
12	Saudi Ministry of Foreign Affairs	<a href="http://www.mofa.gov.sa">http://www.mofa.gov.sa</a>
13	Saudi Customs	<a href="http://www.customs.gov.sa">http://www.customs.gov.sa</a>
14	Saudi Food and Drugs Authority	<a href="http://www.sfda.gov.sa">www.sfda.gov.sa</a>