



Human Resources and
Social Development

Wedi System

Friendly Settlement Service (Labor/Establishment)



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1 Introduction

1.1 Purpose of the Document

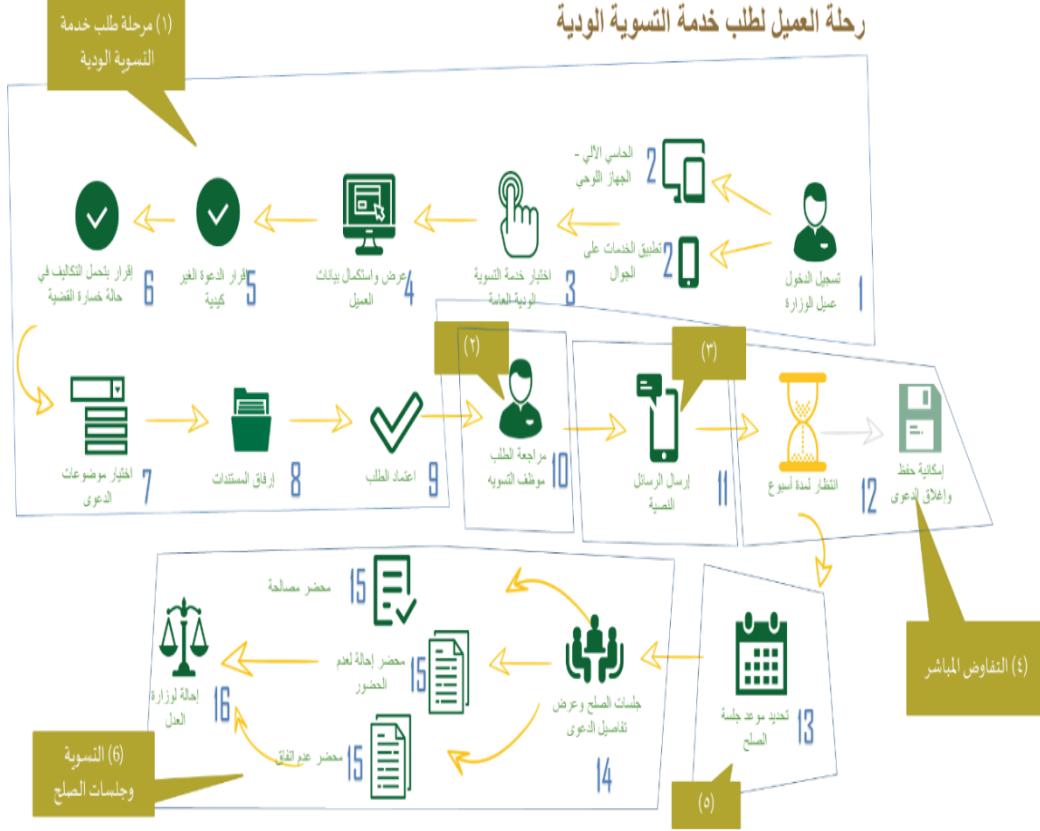
The purpose of this document is to explain in detail how to use the screens of the labor dispute settlement system and how to apply the rules to facilitate operation for users.

1.2 About the Work Cycle

The work cycle of the labor amicable settlement begins with filing the claim by the client, who files this claim through electronic service delivery channels such as the service portal . Then, the claim is registered and transferred to the friendly settlement system through the current integration platform at the Ministry of Labor.



رحلة العميل لطلب خدمة التسوية الودية





2 Turn on the system and log in

1. Open a web browser.
2. Type the address of the services portal in the browser and confirm the entry by pressing "Enter".



3. Type the "user name" and "password" of the user in the field provided and click on "Login" button.

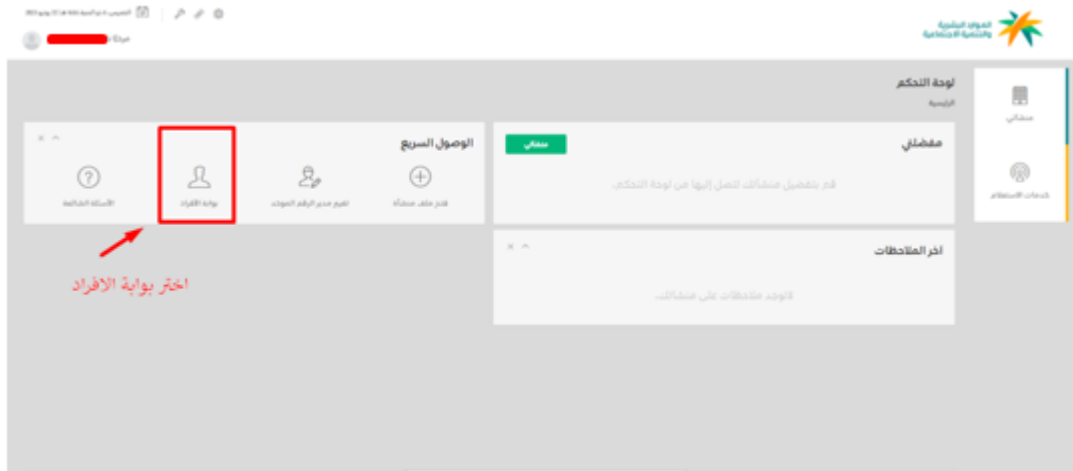
The screenshots show the login process on the Ministry's services portal. The top image displays the initial login screen with fields for 'ادخال رقم الهوية' (Enter ID number), 'ادخال تاريخ الميلاد' (Enter date of birth), and 'ادخال رمز التحقق' (Enter CAPTCHA). The bottom image shows the same screen after a user has entered their 'اسم المستخدم' (Username) and 'كلمة المرور' (Password), with a 'ادخال رمز التحقق' (Enter CAPTCHA) field. A 'الرجوع' (Return) button is visible on the left, and a 'الرجوع' (Return) button is visible on the right. The 'ادخل' (Login) button is highlighted in green.

4. Then, the system takes the user to the home page.

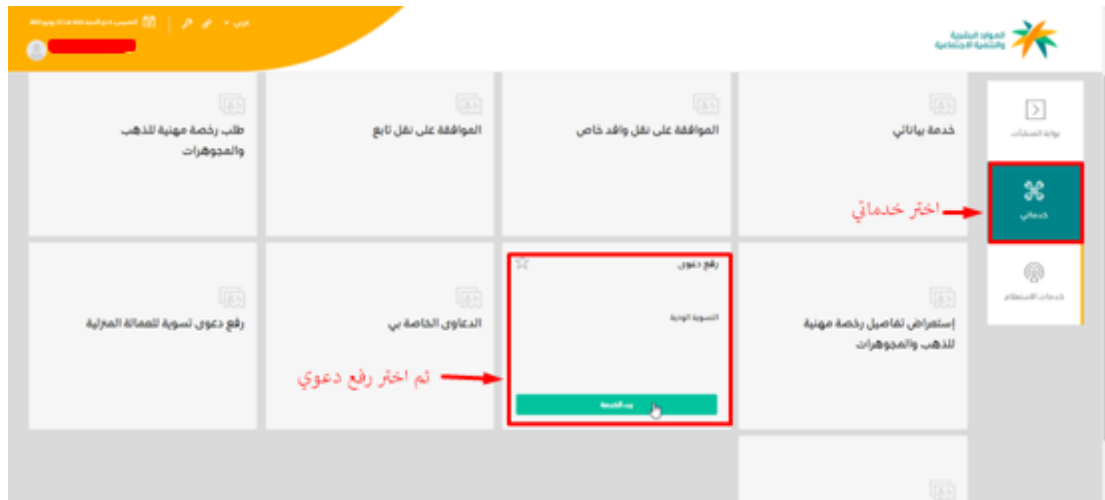
3 Use Cases for Labor

3.1 File New Claim

1. Log in to the Ministry's services portal.
2. Select Individual Portal



3. Select file a claim from the list of friendly settlement services available in the side navigation bar.



4. The system opens the screen of the claim form.
5. The data of the logged in user automatically appears in the claimant's data section.
 - i. If the user is an attorney of the claimant, "Attorney" can be selected in "Claimant's Capacity". In this case, the data of the logged in user appears in the attorney's data. Then, the user enters the POA data in the "POA Number" field.
 - i. To enter the POA data, the user enters the POA data in the "POA Number" field. Then, the system automatically completes the POA data through integration with the systems of MOJ.

3.2 Requirements for Remote Claim

- 1- Show the ID card to the conciliator.
- 2- Adhere to the specified time of the session.
- 3- Use smart communication devices supporting the use of microphone and camera.



- 4- Use high-speed internet.
- 5- Lack of interpretation service for non-Arabic speakers.
- 6- The session takes place via Webex Meetings Software.
- 7- The minutes are authenticated via a verification code sent as a text message.
- 8- Both parties to the dispute can download and print the minutes of the session through the electronic portal by going to “My Claims” page, finding the required claim, and clicking on the button indicated in the following screenshot:

رقم الدعوى	رقم الطلب	الحالة	المدعى عليه	تاريخ انشاء الدعوى
144	CS-77	تحديد موعد الجلسات		10/23/14
144	CS-77	تم الصلح		10/23/14
	CS-77	نعت الدراسة		10/23/14

NOTE:

Now, all settlement sessions take place remotely. The button has become non-clickable as shown in the screenshot:

The screenshot shows the 'بيانات المدعي' (Claimant Data) section of the portal. It includes fields for:

- رقم التعريف للمهوى (Case ID)
- تاريخ الميلاد بالمهوى (Date of Birth)
- اللقب الأم للمدعي (Mother's Surname)
- الرقم مكتب عمل آخر مقرر عمل (Previous Employer ID)
- رقم بطاقة رقم جواز دخلي (Residence Permit Number)
- الرقم التعريف للمهوى (Case ID)
- تاريخ الميلاد (Date of Birth)
- اسم (Name)
- رقم الجواز (Residence Permit Number)

 A red box highlights the 'تنزيل' (Download) button, which is disabled. A red arrow points to the text 'تم تسجيل هذا الطلب كدعوى عن بعد' (This claim is registered as a remote claim).



- ii. To enter the claimant's data, the user enters the ID number and the date of birth. Then, the system automatically completes the claimant's data through integration with the systems of MOI.

6. Select the establishment against which the claim is filed from the list of establishments. Then, the system automatically displays the establishment's data through integration with the systems of the Ministry of Human Resources and Social Development.
 - I. The system only displays a list of the establishments in which the labor has previously registered.
 - II. The user can select "Another Establishment" and manually enter the establishment's data.
7. Enter the required data of work.



8. Click on the “Next” Button at the end of the screen after completing the data.
9. Furthermore, the claimant can file a claim against a government entity that only schedules one reconciliation session, by selecting the name of the government entity from the drop-down list.

10. The system takes the user to a screen for selecting the subjects of the claim.

11. Select “Main Category” and “Sub-Category” for the subject of the claim to be added and then click on “Add” button.
 - I. Only subjects available to the labor are shown.
 - II. After selecting the main category, the system provides the subcategory option from the list of subcategories relevant to the main category selected.



12. The system opens a pop-up screen to complete the data on the subject of the claim.
 - I. The legal text and terms related to each subject of the claim are displayed to know the terms and conditions.
13. Complete the data and click on “Submit” button.



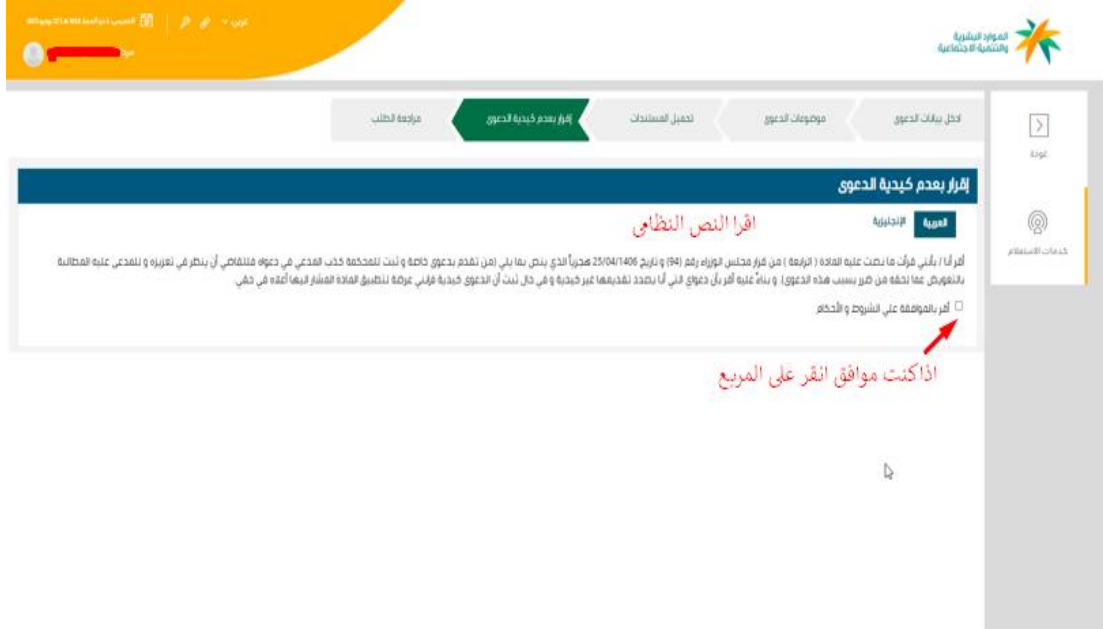
14. The system displays a summary of the lawsuit data entered in the "Requests" table
 - I. User can add more than one subject to the claim.
 - II. User can view and amend the data entered in the details of the lawsuit subject by clicking on the "Edit" shape next to the data of the lawsuit subject.
 - III. User can delete the claim subject after entering by clicking on the shape "Delete" next to the data of the claim subject.

15. Click on the "Next" button at the end of the screen after you finish adding the claim subjects.
16. The system takes the user to the screen of attaching documents that support the claim subject.

17. Attach documents by clicking on the "Attach File" button and selecting the file from the user's computer.



- I. Attachments must have one of the following extensions (PDF, JPG, JPEG, TIF, PNG)
 - II. Single file size should not exceed 5 megabyte (5MB)
18. Click on the "Next" button at the end of the screen after adding the attachments.
 19. The system takes the user to the screen of acknowledging the non-vexatious claim



20. Approving the decision by clicking on the "I acknowledge to accept the terms and conditions" checkbox after reading the acknowledgment.
 - I. The acknowledgment appears translated into multiple languages.
 - II. The acknowledgment must be accepted to continue.
21. Click on the "Next" Button at the end of the screen.
22. The system takes the user to the "Review Request" screen to review the data before approving the request.





23. Approving the request by clicking on the "Submit Claim" button
 - I. The claim is approved and the electronic claim number is displayed as a reference for the applicant.
 - II. Then a notification appears to register the claim
 - III. After approving the request, the system transfers the request to the review stage and the claimant is notified of the result of the review within 48 hours of submitting the request.

Note:

- When you click on "next" in the "Enter Claim Data" stage, the system will verify the claimant's ID number (principal / attorney) and the ID number of the establishment's representatives or the owner of the establishment, which is restored by linking with the Human Resources and Social Development System as follows:

A- Matching the claimant's ID number (principal/attorney) with the identity of one of the establishment's representatives and providing the presence of other representatives for the establishment

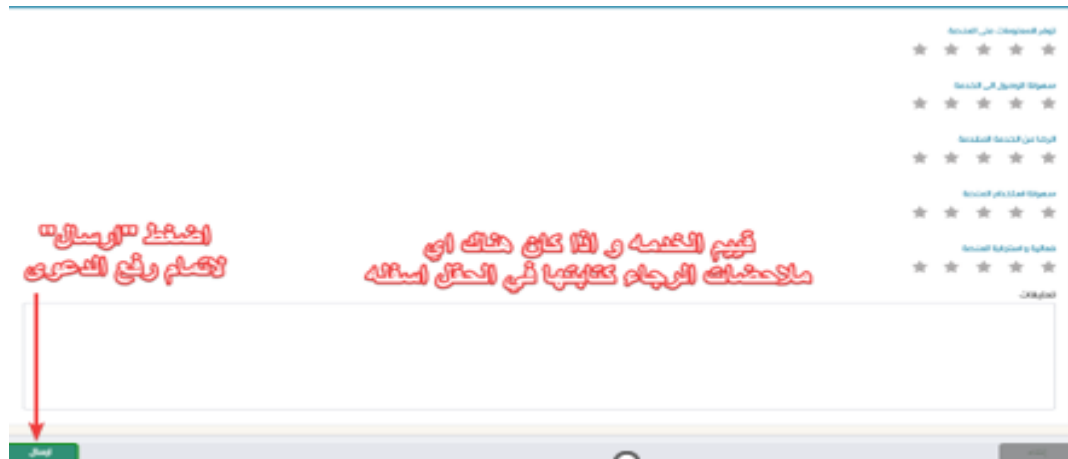
←The system will allow filing claim to be completed.

B- Matching the claimant's ID number (principal/attorney) with the identity of the sole representative of the establishment ←the system will not allow the completion of filing claim and an error message will appear as follows:

"Sorry, it is not allowed to complete the claim filing procedure because the claimant is registered as a representative to the establishment. Please visit the nearest labor office to cancel the authorization of the current representative of the establishment in order to allow the completion of the procedures for filing the claim"

C. Matching the claimant's ID number (principal/attorney) with the identity of the sole owner of the establishment ←the system will not allow the completion of filing claim and an error message will appear as follows:

"Sorry, it is not allowed to complete the claim filing procedure because the claimant's ID number matches tje ID No. of the sole owner of the establishment"





24 – The claimant will eventually be referred to the evaluation page to express his opinion.



عزيزي العميل: تم ارسال طلب الدعوى بنجاح، حالة الطلب: تحت الدراسة رقم الطلب: CS- [redacted] يمكنك متابعة حالة الطلب من خلال موقع الخدمات الالكترونية للوزارة: <https://www.mol.gov.sa/SecureSSL/Login.aspx> إدارة التسويات الودية

The review team will then study the request and take action as follows:

A- Rejection of the request, at which point a letter will be sent to the applicant rejecting the application.

عزيزي العميل: تم رفض طلب الدعوى
يمكنكم > [redacted]، رقم: [redacted]
معرفة سبب الرفض من خلال موقع
الخدمات الالكترونية
للوزارة: <https://www.mol.gov.sa/SecureSSL/Login.aspx>
إدارة التسويات الودية

B- Acceptance of the claim, the claimant and the respondent will be notified of the acceptance of the claim. An SMS will be sent to the claimant and respondent's mobile phone, as shown in the following image:



عزيزي العميل: تم تسجيل دعوى برقم
144404072 من المدعي
على المدعى عليه
مؤسدة إدارة يمكنكم
الاطلاع على تفاصيل الدعوى و موعد
الجلسة من خلال تسجيل الدخول على
موقع وزارة الموارد البشرية والتنمية
الاجتماعية على الرابط التالي: [https://
www.mol.gov.sa/SecureSSL/
Login.aspx](https://www.mol.gov.sa/SecureSSL/Login.aspx) . إدارة التسويات الودية

Note: This letter will be sent if the reviewer approves the request or sent directly in the event that the case is opened by the office manager

The date and time of the hearing will then be determined and the claimant and respondent will be notified.

عزيزي العميل: تم تحديد موعد الجلسة رقم:
1 للدعوى رقم: 144 بتاريخ
07/10/2 الساعة 12:00 م في
مكتب تسوية الرياض رقم المكتب: < نرجو
الالتزام بموعد الحضور واحضار جميع الوثائق
المطلوبة للدعوى. رمز التحقق هو: 9498
إدارة التسويات الودية

It is also preferable to attend some time before the start of the session to prepare for the session.

If the respondent does not attend, another session will be scheduled and an SMS will be sent as follows:

عزيزي العميل: تم حفظ الدعوى لعدم حضور
المدعي في
الجلسة رقم | بتاريخ 25/09/2 ، يمكن
للمدعي إعادة فتحها قبل مضي 21 يوم من
تاريخ اول جلسة إدارة التسويات الودية

عزيزي العميل: تم تسجيل عدم حضور
المدعى عليه
في الجلسة رقم | بتاريخ
23/10/2 وجاري تحديد موعد للجلسة
القادمة، علماً بأن عدم حضوركم للجلسات
سيعرضكم للعقوبات إدارة التسويات الودية

In the event that the claimant does not attend, the sessions will be canceled and the claim will be dismissed, noting that it can be reopened through my claims page by clicking on the required claim and clicking on the reopen the claim button.



3.3 The possibility of adding an international mobile number when creating a claim

The system allows the user to enter an international mobile number by specifying the country key and then entering the mobile number. This number will be used to send messages related to the claim to the user

Action Steps:

- Select the key for the country where the user is located
- Enter International Mobile Number
- The button will appear to send credential codes for the number we click on
- Then receive a text message with the verification code that we enter
- Click on authentication



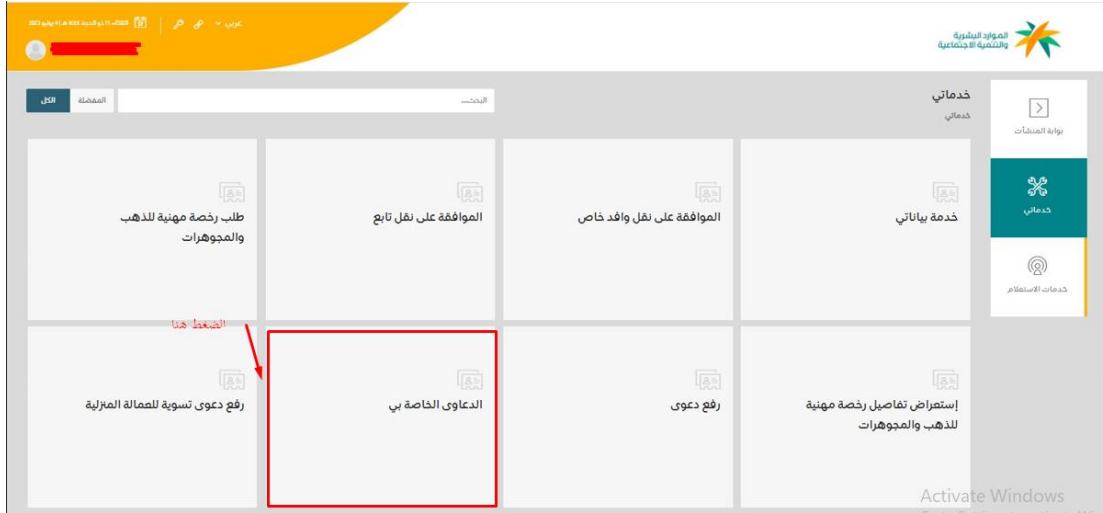
NOTE:

If you enter the international key number of a country that is not on the list of countries currently available on the system, the system will show an error message and not allow entering the international mobile number.

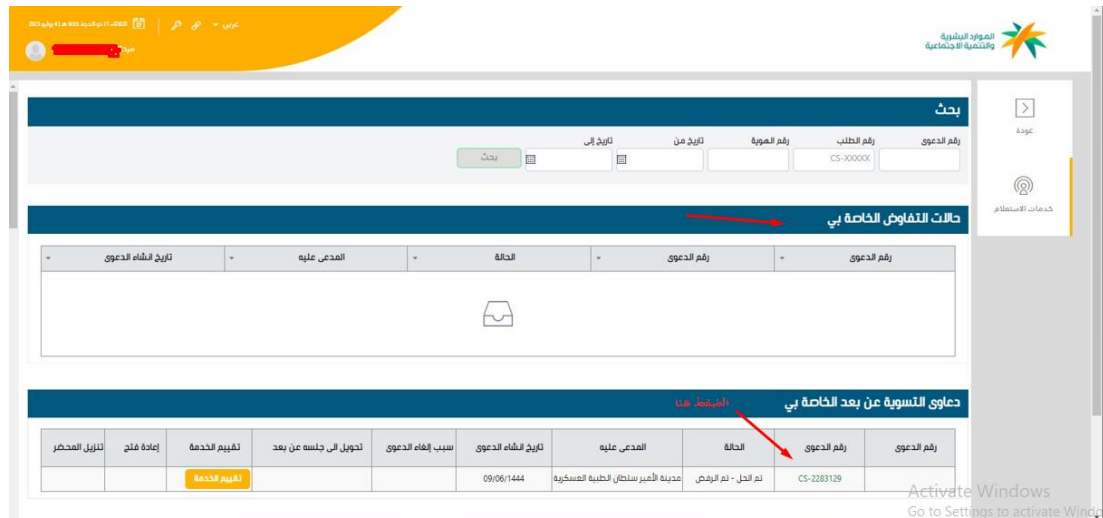


4 View user's claims details

1. Log in to the portal of the services of the Ministry of Human Resources and Social Development.
2. Select Individual Portal.



3. Select the link of my claims list.
4. Claims list is displayed to the user.
5. The user clicks on the desired claim number as shown on the following screen:



6. Details of the claim is displayed to the user.

4.1 Steps to attend the session remotely

When choosing my remote settlement claims, the system will show the details of the claim and the link to enter the remote session as shown through the following steps:

- **Step 1:** Choose the claim appears below My Remote Settlement Claims

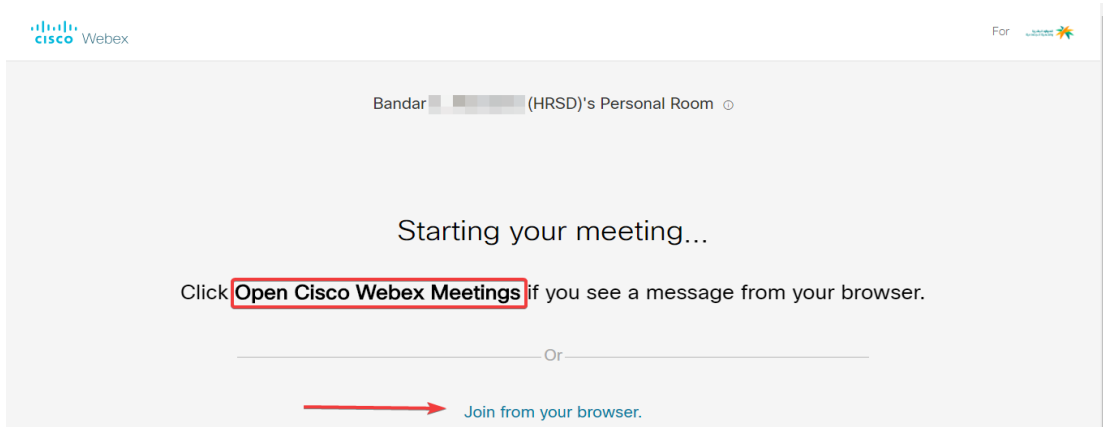


دعوى التسوية عن بعد الخاصة بي								
رقم الدعوى	رقم الطلب	الحالة	المدعى عليه	تاريخ إشهاد الدعوى	تقديم الخدمة	تنزيل المحضر		
14411	CS-339			12/20/1441				

- **Step 2:** The details of the claim will appear, where you must go down as shown on the next screen
- **Step 3:** Below the session data, a "Enter Remote Session Link" button will appear as shown in the following image:

بيانات الجلسة							
رقم الجلسة	تاريخ الجلسة	موقف الجلسه	توقيت الجلسه	محل	هوية المدعى عليه أو من يمثله	هوية المدعى أو من يمثله	رابط الجلسه
1	2020	1442	11:00 ص 11:25	بنت			رابط دخول الجلسه عن بعد

- **Step 4:** After clicking on the "Enter Remote Session Link" button, a website will be opened to attend the session remotely as the following screen appears, where the user can download the CISCO Webex system or attend the session through the Internet browser as shown on the following screen:



5 Use Cases for Establishment

5.1 File New Claim

1. The representative of the establishment logs in to the electronic portal of the services of the Ministry of Human Resources and Social Development.
2. Choosing the establishment for which he wishes to open a claim.



3. The applicant chooses to file a claim from the list of amicable settlement services.
4. The system takes the user to a screen for claim registration form.

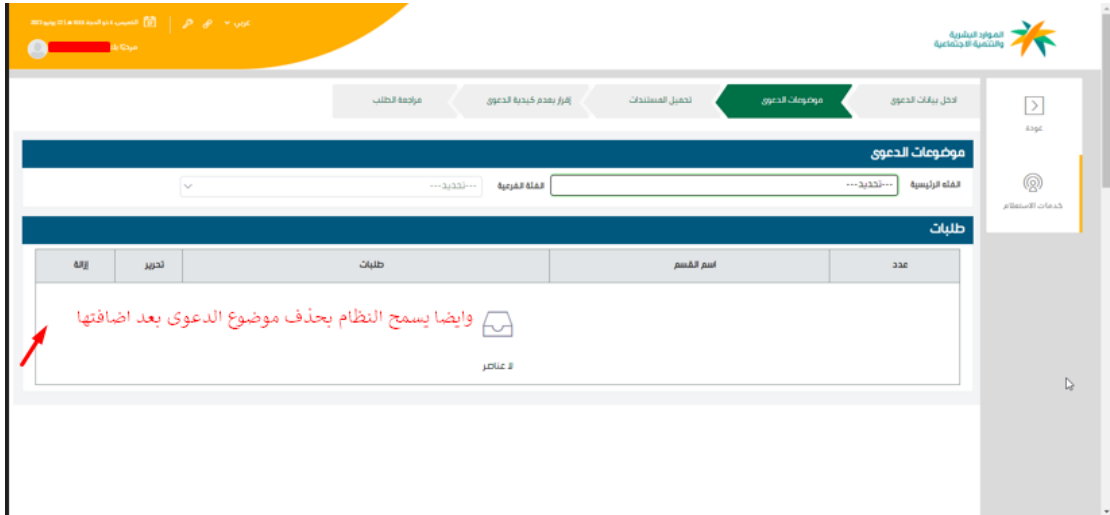
5. The establishment data appears automatically in the section on the claimant's data.
6. Complete the required data.
7. Enter the data of respondent (worker)
 - I. User enters the ID number and of date of birth, then, the system automatically completes the respondent's data through integration with the systems of MOI.
 - II. It is not allowed to complete the application if the labor relationship between the establishment and the worker is not proven – the labor relationship is verified through integration with the databases of the Ministry of Human Resources and Social Development.
8. Enter the work data in the designated place
9. Click on the "Next" Button at the end of the screen after completing the data
10. The system takes the user to the screen of the subjects of the claim.



11. Select “Main Category” and “Sub-Category” for the subject of the claim to be added and then click on “Add” button.
 - I. Subjects available are shown to the employer only.
 - II. After selecting the main category, the system provides the subcategory option from the list of subcategories relevant on which the main category selected.
12. The system opens a pop-up screen to complete the data on the subject of the claim.
 - I. The legal text and terms related to each subject of the claim are displayed to know the terms and conditions.
13. Complete the data and click on “Submit” button.



14. The system displays a summary of the lawsuit data entered in the "Requests" table
 - I. User can add more than one subject to the lawsuit.
 - II. User can view and amend the data entered in the details of the lawsuit subject by clicking on the "Edit" shape next to the data of the lawsuit subject.
 - III. User can delete the lawsuit subject after entering by clicking on the shape "Delete" next to the data of the lawsuit subject.



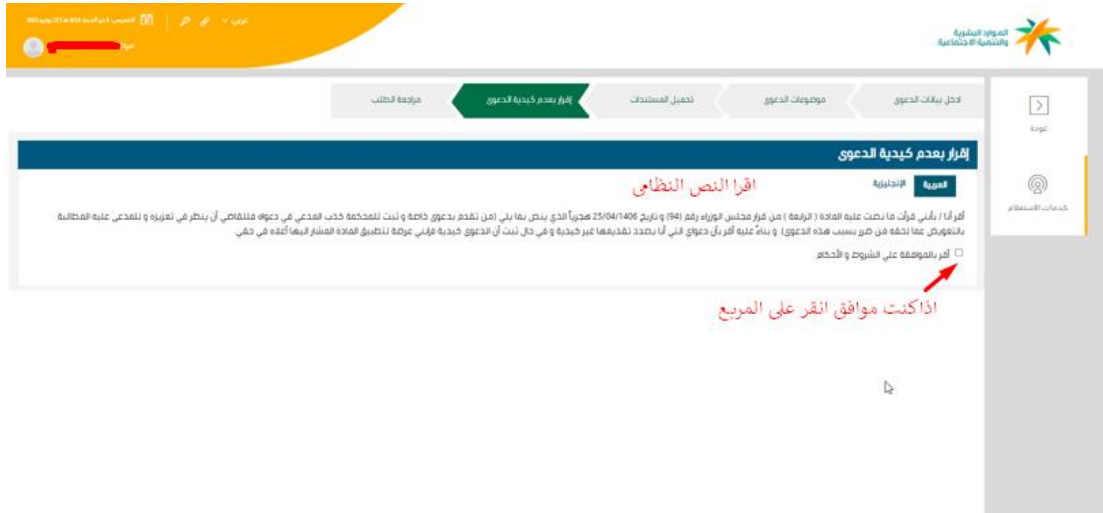
15. Click on the "Next" button at the end of the screen after you finish adding the lawsuit subjects.
16. The system takes the user to the screen of attaching documents that support the lawsuit subject.



17. Attach documents by clicking on the "Attach File" button and selecting the file from the user's computer.



- I. Attachments must have one of the following extensions (PDF, JPG, JPEG, TIF, PNG)
 - II. Single file size should not exceed 5 megabyte (5MB)
18. Click on the "Next" button at the end of the screen after adding the required attachments.
 19. The system takes the user to the screen of acknowledging the non-vexatious claim



20. Approving the decision by clicking on the "I acknowledge to accept the terms and conditions" checkbox after reading the acknowledgment.
 - I. The acknowledgment appears translated into multiple languages.
 - II. The acknowledgment must be accepted to continue.
21. Click on the "Next" Button at the end of the screen.
22. The system takes the user to the "Review Request" screen to review the data before approving the request.



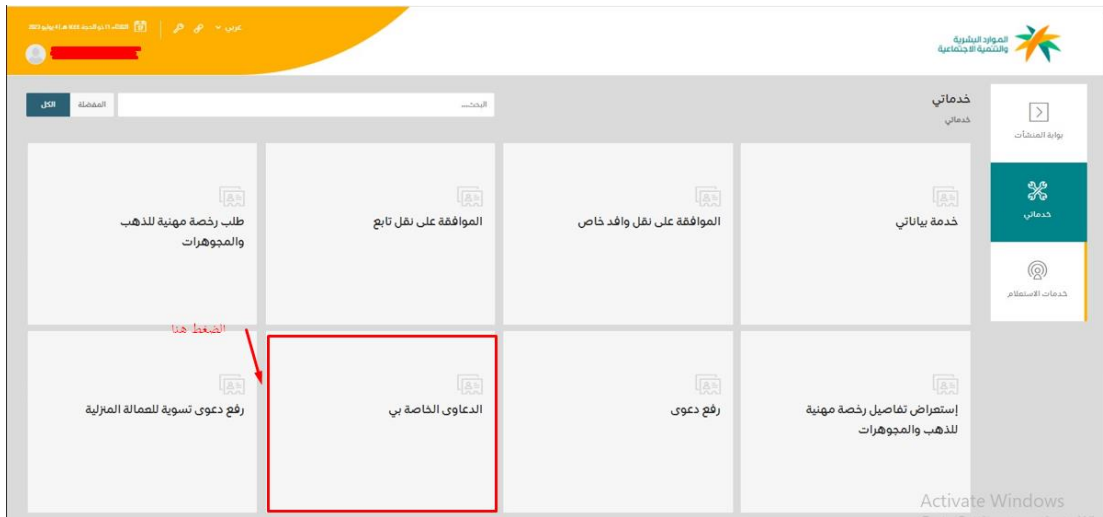
23. Approving the request by clicking on the "Submit Claim" button



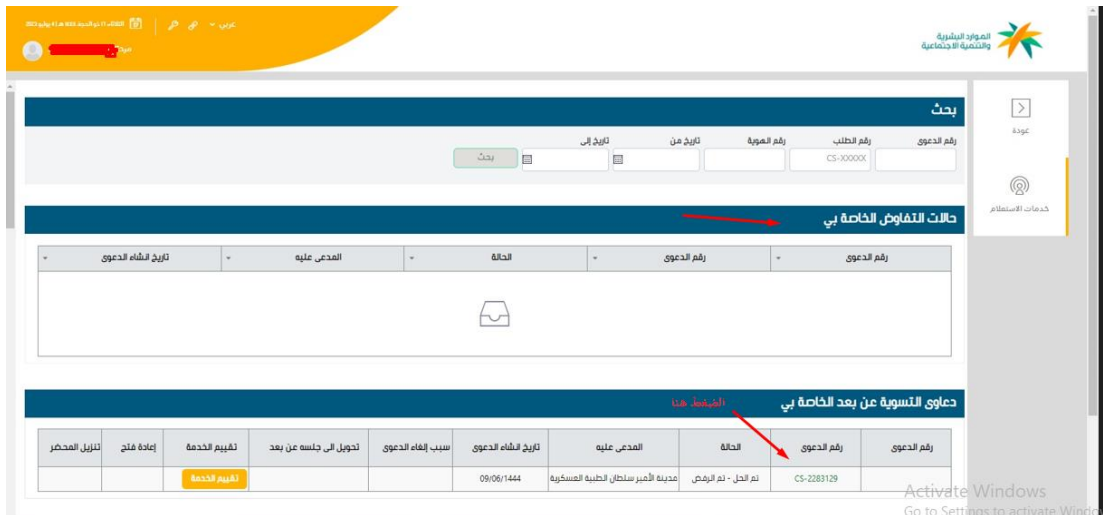
- I. The claim is approved and the electronic claim number is displayed as a reference for the applicant.
- II. Then a notification appears to register the claim
- III. After approving the request, the system transfers the request to the review stage and the claimant is notified of the result of the review within 48 hours of submitting the request.

5.2 View user's claims details

1. The representative of the establishment logs in to the electronic portal of the services of the Ministry of Human Resources and Social Development.
2. Select the establishment name.



3. Select the link of my claims list.
4. Claims list is displayed to the user.
5. User clicks on the desired claim number.
6. Details of the claim is displayed to the user.





6 How to submit a request as a local attorney

As shown above but along with these changes



تسجيل
الرجوع
المستخدم: 01400000000000000000
الرقم: 00000000000000000000

الموارد البشرية والتنمية الاجتماعية

بيانات المدعي عليه

نوع المدعي عليه: خدمات حكومية خدمات غير حكومية

اسم المنشأة:

عنوان المدعي عليه

منطقة: مدينة: حي:

رقم المبنى: رقم السكن: رقم الإجمالي:

شروع: شارع: المدينة:

البريد الإلكتروني: البريد الفيزيائي:

بيانات العمل

نوع الأجر: رقم العقد:

الرتب الحالي: رقم العقد:

الموارد البشرية والتنمية الاجتماعية

بيانات العمل

نوع الأجر: رقم العقد:

رتب العقد بالحدود: تاريخ العقد:

الرتب لتعاقد العقد: تاريخ التعاقد:

مقر العمل (المدينة):

ما زال على راس العمل:

مدينة:

9 How to submit a request as a worker

As shown above but along with these changes

في حال اختيار عامل

تسجيل
الرجوع

عنوان المدعي عليه

منطقة: مدينة: حي:

رقم المبنى: رقم السكن: رقم الإجمالي:

شروع: شارع: المدينة:

البريد الإلكتروني: البريد الفيزيائي:

بيانات المدعي عليه

نوع المدعي عليه: خدمات حكومية خدمات غير حكومية

اسم المنشأة:

عنوان المدعي عليه

منطقة: مدينة: حي:



10 How to submit a request to a government authority

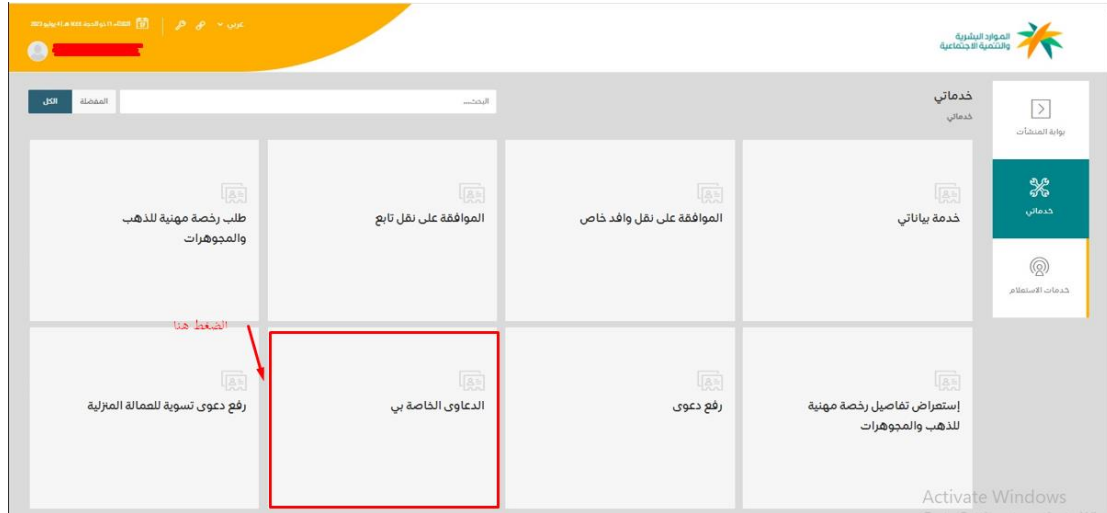
As shown above but along with these changes

11 How to submit a request to a non-government authority

As shown above but along with these changes

12 My claim page

You can find this page as it appears in the following image:



Through which the user can access all claims related to the user according to the following addresses:

12.1 My negotiation cases

A person's negotiation cases can be viewed in this table.

حالات التفاوض الخاصة بي					
رقم الدعوى	رقم الطلب	الحالة	المدعى عليه	تاريخ إنشاء الدعوى	
	CS-144	جديد		144/10/02	
	CS-144	جديد		144/04/02	
	CS-144	جديد		144/04/02	
	CS-144	جديد		144/04/02	
	CS-144	جديد		144/04/02	

12.2 My settlement cases

A person's settlement cases can be viewed in this table.

رقم الدعوى	رقم الطلب	الحالة	المدعى عليه	تاريخ إنشاء الدعوى	
144	CS-144	رقم ظهور العدائي	مؤرخ شريف	01/10/144	تقديم الخدمة
	CS-144	جديد			
	CS-144	جديد			
	CS-144	جديد			
	CS-144	جديد			

12.3 My archived claims

The user's archived claims can be viewed in this table.



الدعاوى المؤرشفة			
رقم الدعوى	الحالة	المدعى عليه	تاريخ إنشاء الدعوى

12.4 My registered cases of non-appearance

Person's registered claims of non-appearance can be viewed in this table.

دعاوى عدم الحضور			
رقم الدعوى	الحالة	المدعى عليه	تاريخ إنشاء الدعوى
144	عدم حضور المدعى	مربع شركة	01/16/144

12.5 My rejected requests and respondent's claims

Rejected requests and the person's respondent claims can be viewed in these tables

دعاوى المدعى عليه				
رقم الدعوى	رقم الطلب	الحالة	تاريخ إنشاء الدعوى	
لا تتوفر مراجعات				

الطلبات المرفوضة				
رقم الطلب	الحالة	تاريخ إنشاء الدعوى	أسباب الرفض	
لا تتوفر مراجعات				



الموارد البشرية والتنمية الاجتماعية



Thank you

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