



सत्यमेव जयते

INFORMATION FOR VOLUNTEERS

ASSISTING THE 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, inter alia, providing assistance to our citizens in resolving their grievances; disposal of mortal remains of our deceased nationals; realisation of death compensation; providing consular service including issuing of passports, emergency certificate, registration of birth, and attestation of various documents.



Message

India and Saudi Arabia enjoy cordial and friendly relations reflecting the centuries old economic and socio-cultural ties. With a strength of over 3 million, Indians represent the largest expatriate community in the Kingdom. The growing number of Indians is an indication of the good relations that exist between India and the Kingdom and is also a reflection of the good work that our countrymen are doing in the Kingdom.

The Embassy of India in Riyadh and its Consulate in Jeddah have the onerous task of providing consular service to and looking after the welfare of the largest community of Indian passport holders outside India. The Embassy and the Consulate are committed to striving constantly to bring about greater efficiency in providing quality service to the community.

As part of efforts to improve accessibility, both the Embassy and the Consulate have put in place “Open House” which allows Indian citizens to access the concerned officials without appointment on all working days between 9.00 am to 12.00 noon. Recently, in our Embassy and Consulate, the Indian Workers Resource Centres (IWRCs) have become functional, providing 24x7 Helpline service manned by officials well-versed in multiple languages, where the aggrieved workers are able to register their grievances, and seek advice and counselling round the clock. The Embassy and the Consulate can also be contacted 24x7 on our social media platforms such as Twitter and Facebook.

This “Information Booklet for Volunteers” is an effort to collate and share some basic essential information to help resolve issues faced by Indian nationals working in the Kingdom and how to access various services provided by the Embassy/Consulate, for the benefit of the community.

I hope this Booklet will be found to be a useful reference guide.

(Ahmad Javed)
Ambassador

Riyadh
10.06.2017

Disclaimer

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 प्रामाणिकता 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।

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Embassy of India, Riyadh (Saudi Arabia)

{Community Welfare Wing}

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I. Labour Complaints

(1) Assistance, which the Embassy/Consulate can provide to those facing labour problems:

(a) Since the Embassy/Consulate (Emb./Cons.) has no leverage over the Saudi employer, and the resolution of labour disputes through Labour Courts is time consuming, the Emb./Cons. attempts to resolve the grievances through discussion with the sponsor and the Indian Recruiting Agent (RA), if any, for finding an amicable solution.

(b) If no agreement or amicable settlement is reached, the workers are advised to approach the Labour Court where the Emb./Cons. provides necessary advice, assistance and free interpreter services to enable them to pursue their cases.

(2) MADAD - 'MEA' in Aid of Diaspora in Distress:

(i) Grievants must lodge their complaint on our national electronic portal MADAD (www.madad.gov.in) with all relevant documents, such as copies of passport, Iqama, visa, job contract, as well as contact numbers of sponsor and the Indian RA.

(ii) In case of difficulty in registering the complaints on MADAD portal, one may seek the assistance, of the Indian Workers Resource Centre (IWRC), the services of which is available round the clock.

(3) Walk-in: The Grievants can also visit the Emb./Cons. on all working days from 9.00 am to 12.30 pm and discuss their grievances with the concerned offices.

(4) Female DSWs facing labour problem, harassment, etc. also can contact as above.

(5) 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 Emb./Cons. for further follow up.

(6) Labour issues:

(i) Premature repatriation:

(a) Generally, the workers enter into a 2 year contract with their Saudi Sponsor.

- (b) Usually there is none or restricted provision of holiday clause in the contract.
- (c) If the worker wishes to return to India before the expiry of contract period, the Sponsor asks for reimbursement of Expenditure incurred by him on Visa, Ticket, Recruiting Agent Fee, etc., only then Exit Visa is granted prematurely.
- (d) Copies of following documents are needed by the Embassy in order to take up the grievance of a worker with the Saudi authorities, viz. copy of Passport, Visa Page, Job Contract, full contact details of the Sponsor (including Mobile Number), details of Indian Recruiting Agent with Mobile Number.
- (ii) Mis-matched visa category: It is noted that the worker come to Saudi Arabia for work, which is sometimes different from the one mentioned in the visa, e.g. he may be recruited as a mechanic or driver and made to do manual labour or shepherd's work, contrary to what is mentioned in the visa.
- (iii) Contractual problems: In case of dispute about the clauses mentioned in the Contract, the Arabic version prevails as per local law.
- (iv) Labour court issues: Emb./Cons. regularly deposes its interpreter to Labour Courts to help our nationals.

	Emb.	Cons.
Labour Section	Tel:(+966-11) 4804554 Fax: (+966-11) 4810742 Email: sscw@indianembassy.org.sa cw@indianmebassy.org.sa, cw.riyadh@mea.gov.in,	Tel:(+966-12) 2610189 ; 6649563 Fax(+966 12) 2610574 E-mail: consullab@cgijeddah.com, vccw@cgijeddah.com vclab.jeddah@mea.gov.in

Contact details of Indian Workers Resource Centre (IWRC)		
	IWRC Riyadh:	IWRC, Jeddah
Location:	Embassy of India, Riyadh	Consulate General of India, Jeddah.
24X7 Toll Free Helpline Number:	800 247 1234	800 244 0003
24X7 Phone No.	+966-11-4884697	+966-12- 6614276
E-mail:	sscw@indianembassy.org.sa, iwrc@indianembassy.org.sa	iwrc@cgijeddah.com

II. Death of Indian nationals and Disposal of Mortal Remains

General Information

1. Main classifications of death by Saudi Authorities:

Deaths are classified as

- (a) natural death, and
- (b) unnatural death.

2. Natural Death:

Means death of a person due to reasons like old age, sickness, heart attack, or an internal malfunction of the body not directly influenced by external forces (normally written in the Saudi documents as 'unknown reasons leading to respiratory/cardiac arrest').

3. Unnatural death:

Means death due to traffic accident, industrial accident, electric shock, falling from work site, suicide, murder, terrorist attack, stray bullets, drowning, etc.

4. First/initial action:

Must be intimated to

- (i) The sponsor, who in turn reports the same to the concerned police authorities
- (ii) The Indian Emb./Cons.
- (iii) Next of Kin (NOK) of the deceased.

5. Modes of disposal of mortal remains:

Can be buried locally or transported to India as decided by legal heirs.

6. Mortal remains – transportation to India:

Irrespective of religion, can be transported to India according to the wishes of the legal heirs.

7. Mortal remains – local burial:

- (i) Of Muslims can be buried in any of the cemeteries in the Kingdom.
- (ii) Of non-Muslims, can be buried only in non-Muslim cemeteries situated in Riyadh, Jeddah, Dammam, Najran, Jazan.

8. Is cremation allowed:

No.

9. Necessary to register death in Indian Mission:

Yes. Must be registered with the Emb./Cons., which will issue a Death Certificate valid in India.

10. Mode of disposal of dead body:

According to the laws of India and Saudi Arabia, the legal heirs of the deceased have the final say over disposal of the mortal remains.

11. Authorised person/entity to complete the death related administrative procedures:

- (i) As per the local law, only the Sponsor is authorised to complete the death related administrative procedures,
- (ii) obtaining all sequential clearances from the various Saudi authorities, and
- (iii) arranging the necessary documents for disposal of mortal remains.

12. Documents required for disposal:

- (i) Medical Report from the Hospital;
- (ii) Death Certificate from the Civil Affairs Dept.;
- (iii) Police Report, including post-mortem/investigation report in unnatural/suspicious death;
- (iv) NOC from the Indian Mission (before issuing NOC the Emb./Cons. obtains Consent of the NOK for disposal/despatch of the mortal remains);
- (v) Permission from Local Governorate;
- (vi) Embalming Certificate from Mortuary;
- (vii) Tasreeh al Dafan (burial/transportation permission from Police);
- (viii) Exit visa on the Passport of the deceased after cancelling Iqama;

13. Responsibility for the cost of burial or transportation of mortal remains:

The Saudi sponsor is legally bound to bear the cost of burial or transportation (unless GOSI insurance covers the same).

14. Duration for which the mortal remains can be kept in mortuary:

- (i) Normally dead bodies involving unnatural deaths are kept in mortuary till the completion of investigations by local authorities.
- (ii) In cases of unnatural death where investigation is complete, or in cases of natural death if there is unreasonable delay on the part of the families in conveying consent for disposal of dead body, there is likelihood of the local authorities unilaterally going for burial of such bodies.

15. Charges to be paid to mortuary authorities:

- (i) The authorities do not charge any fees for keeping dead bodies in mortuaries in Government hospitals.
- (ii) However, the private hospitals do charge a huge sum which varies from place to place.

16. Role of the Emb./Cons.:

- (i) (a) Immediately on receipt of intimation initiates action to register the death.
- (b) Contact the NOK for obtaining the consent in the form of a notarised Power of Attorney
- (ii) (a) The local authorities require a 'No Objection Certificate'(NOC) from the Emb./Cons. for disposal of mortal remains.
- (b) This can be issued only after receiving consent of the NOK.
- (c) On receipt of the consent, issue the NOC.

(iii) (a) Subsequently, cancel the passport of the deceased.

(b) Issue Death Certificate

(c) Attest the death related documents.

17. Our officials are accessible round the clock for this purpose.

18. (a) Constantly monitor the progress of the disposal of the mortal remains.

(b) Take appropriate necessary action to pursue the matter with the sponsor/Saudi authorities to expedite the process where delays are experienced.

19. Fee for Death Registration:

(i) A nominal fee of SR 3 is applicable.

(ii) NOC, Death Certificate and attestation of other relevant documents, are done free of charge.

20. Documents to be sent by the NOK of the deceased for issuance of NOC and disposal:

(i) (a) NOK to fax/mail to the Embassy Notarised Power of Attorney (PoA) (as per specimen available on the website of the Mission).

(b) Give consent either for local burial or transport to India.

(c) Authorise either a friend in Saudi Arabia/or the sponsor to coordinate on their behalf the process for disposal of the mortal remains.

(d) Submit copies of passport and Identity card(Iqama) of the person so authorized.

(e) Submit copies of passport and Identity card(Iqama) of the deceased person. [NOK may obtain this with the help of person authorized as in item (c) & (d) above.].

21. Documents required to be submitted by the Sponsor:

(a) In case of natural death, a copy of medical report (Taqrir Al-Tabbi) **or** death intimation (Tablig Al-wafa) with English translation, in case of natural deaths

(b) In case of unnatural death, a copy of police report (Taqrir Al-Shurta) and medical report with English translation.

(c) Dues Settlement Certificate from Labour Office/ Police or Sponsor's undertaking to settle legal dues of his/her deceased worker, addressed to Emb./Cons.

22. Mortal remains disposal issues:

Reasons for delay:

i. Payments to Hospitals: Unless all payments are cleared, the body is not handed over to the attorney/NOK for dispatch/burial.

ii. Natural death: Even in such cases, transportation is delayed when

a) body is not identified,

b) the Sponsor is not known,

- c) the worker is in Huroob category,
 - d) his Iqama is expired,
 - e) he has loan/vehicle against his name,
 - f) family raises suspicion about cause of death,
 - g) refuses to give consent.
- iii. Unnatural death: First and foremost requirement is the police investigation report, which takes considerable time.
 - iv. Air Ambulance: As per extant GOI norms, Air Ambulance is not permissible at the Government cost.
 - v. Sometimes, families back in India insist for payment of compensation first before giving consent letter to receive the body in India. This results in delay in dispatch of the body/burial.

23. Procedure for local burial:

- (i) The sponsor should get the NOC attested by Saudi Ministry of Foreign Affairs. (Though attestation is not compulsory in Riyadh, Dammam, Jeddah, Makkah and Madinah, BUT in other cities and remote areas, the local police officials insist on it).
- (ii) Nearest Police station has to be approached with the NOC, who issue a letter permitting the mortuary to release the body.
- (iii) Shifting of dead body from one city to another city is normally not permitted by Saudi authorities. Only in exceptional cases, concerned Governorates issues such a permission.
- (iv) All mortuaries in hospitals are having paid ambulance services for transporting the dead body from mortuary to cemetery. (There are no charges levied in the cemeteries, however, it is customary to pay a token amount as gift to cemetery workers).
- (iv) After the burial, the death has to be registered with Ahwal Al-Madani (Civil Affairs Department) in the city where the death occurred, and authorities issue a Death Certificate (Shahada Al-Wa-fa).
- (v) Submit the Death Certificate with its English translation to the Emb./Cons. which will issue a Death Certificate valid in India. No charges are levied for this.

24. Time taken for transporting to India:

- (i) (a) In case of natural death in major cities, and with the full cooperation of the sponsor, it may take 2-3 weeks while in remote cities or interiors this may take more than a month.
- (b) If the sponsor does not cooperate in completing the procedures, the process could take even longer.
- (ii) However, in case of unnatural deaths, where permission by local authorities will be issued only after completion of investigations including forensic examination, the process may take several months.

25. Procedure for transportation:

- (i) Same as 23 (i) above.
- (ii) Police station nearest to the place of death has to be approached for release the mortal remains, with
 - (a) The NOC from the Emb./Cons.
 - (b) Clearance from the labour office regarding settlement of legal dues, including End of Service Benefits (ESB);
 - (c) Final Exit visa in the passport of the deceased from the Saudi Passport

office (Jawazat); and

(d) Death Certificate from Civil Affairs Department (Ahwal Al- Madani).

- (iii) (a) Once these clearances are received by them, the police authorities forward their recommendations for releasing the mortal remains, to the concerned Governorate who, issues its clearance to the Police authorities.
(b) Subsequently, the police authorities issue release/transportation permission (Tasreeh Al-dafan) to the hospital. (Governorate's approval is also required in unnatural deaths).
- (iv) Fees for embalming and coffin (currently around SR 5,000/-) along with additional charges which varies from SR1,000/- to SR 1,600/-depending on the city/province, has to be deposited with the Saudi hospital authorities by the Sponsor.
- (v) On completion of embalming at mortuary, the hospital will issue Embalming Certificate (Shahadathul Thahneeth شهادة التحنيط).
- (vi) Sponsor will submit copies of all these documents to the concerned airlines cargo office/agent who will book the consignment with cargo terminal authorities in Saudi Arabia, who, in turn, intimate the concerned destination airport in India.
- (vii) The legal heirs of the deceased in India have to submit their consent letter to the concerned Airport Authority in India, an undertaking to receive the mortal remains from cargo terminal without delay. (This is not needed in case someone is accompanying the mortal remains.)

26. Legal dues and its disbursement to the legal heirs of the deceased:

- (i) Legal dues (HUQOOQ) which comprise:
(a) Unpaid salary,
(b) End of Service Benefit, and
(c) Any other admissible allowances of the deceased worker,
are required to be settled by the Sponsor before the mortal remains are disposed of.
- (ii) Legal dues can be settled by the Sponsor:
(a) Directly with the family members of the deceased, or
(b) Deposited with the Saudi Labour Office (which in turn send the same to the Emb./Cons.) or
(c) With the Emb./Cons.
- (iii) Emb./Cons. issues NOC for disposal of mortal remain only after receiving from the employer the **proof of settlement/depositing of legal dues** with the Labour Office/ or undertaking that Legal Dues will be settled soon, except in case the deceased was in Huroob category or was working outside Sponsorship.
- (iv) Once the legal dues are received in their Bank Account, Indian Emb./Cons., forwards the same to the concerned District authorities in India, by way of SBI cheque, for disbursing to the NOK, and informs the NOK about the dispatch of cheque by email/fax/letter.

27. Death Compensation and procedure for claiming it:

- (i) In the case of unnatural death the **legal heirs of the victims may be entitled to claim death compensation (blood money/diyya)** from:
- a) the causer of the death or
 - b) insurance company or
 - c) employer, in case there is no insurance and the death was due to work related reasons or employer's negligence, depending upon the degree of responsibility fixed on the causer/deceased/employer.
- (ii) On receipt of the intimation (report) of the death of the deceased from the Saudi Foreign Office/Saudi authorities, the report is examined by the Emb./Cons. (for ascertaining the percentage of responsibility fixed on the causer and/or the deceased in order to advise the family on the admissibility of death compensation).
- (iii) To claim Death compensation the designated Sharia Court has to be approached by the legal heirs or the authorised representative with the prescribed legal documents.
- (iv) NOK is requested to prepare legal documents in the prescribed format (Specimens are available on the website of the Mission) and to indicate their option either for authorizing someone known to them in the Kingdom or Emb./Cons. to pursue death compensation case in the Sharia Court.
- (v) **The legal documents mentioned in item (iv) above should be translated into Arabic and attested from:** (i) Authorized Officers of the concerned State Government (Home or General Administration Department, Secretariat); (ii) Ministry of External Affairs, CPV Division, Patiala House, New Delhi – 110 001 (iii) Saudi Embassy, New Delhi or Saudi Consulate, Mumbai.

Embassy of Saudi Arabia 2, Paschimi Marg, Vasant Vihar New Delhi 110057 Phone: +91-11-43244444, Fax: +91-11-26144244 Email: inemb@mofa.gov.sa Working Hours: Mon to Fri (9 am-4 pm)	Consulate of Saudi Arabia Maker Tower, F Wing, 4 th Floor, Cuffe Parade, Mumbai Tel: +91-22-22156001, 22156002 Fax: +91-22-22156006 Email incon@mofa.gov.sa Working Hours: Mon to Friday (9:30 am-4 pm)
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- (vi) The authorised representative then approaches the designated Sharia Court with the above documents and subsequently attends the Court hearings.
- (vii) It may be noted that in case the legal heirs execute the PoA in the name of any person other than the Ambassador /Consul General of India, then the case is to be pursued by that person in the Public Court and the Emb./Cons. role ceases.
- (viii) (a) The Courts, after hearings, will decide on the admissibility and quantum of the compensation, and pass orders releasing the compensation amount, which the causer/insurance company/employer will be required to deposit with Baitul Mal (Govt. Treasury)/or specified authority.
- (b) The Baitul Mal/concerned authority will release the cheque for the

compensation amount to the attorney.

(c) Attorney is required to forward the compensation amount to the legal heirs of the deceased.

- (ix) Where the Emb./Cons. is the attorney, after the compensation amount is received in the Bank Account of the Mission, Emb./Cons. forwards the same to the concerned District authorities in India, by way of SBI cheque, for disbursing to the NOK, and keep the NOK informed by email/fax/letter.

28. Time taken for realisation of compensation claims:

Death compensation cases in Saudi Arabia involve an extremely lengthy and cumbersome process and in certain cases it takes even years.

	Emb.	Cons.
Death Section	Tel. +966-11-4884144. Extn.110/ 119/325 Fax No. +966-11-4810742. E-mail: dr.riyad@mea.gov.in, dr@indianembassy.org.sa 24X7 helpline: +966-11-488- 4697, Toll Free:800 247 1234	<i>Tel: +966- 12- 2646130; 6649043</i> <i>Fax: +966-12- 6637307</i> <i>E-mail: vccw.jeddah@mea.gov.in</i> <u>On holidays and after office hours:</u> <i>Mob: (+966)556122301</i>

III. Driving/Traffic Accidents

1. Driving Vehicles in the Kingdom

- (i). A valid Saudi Arabian driving licence is required for driving, 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) A worker must not drive any vehicle unless the sponsor has arranged a valid Saudi Driving Licence; and
(b) the vehicle, at least, has a Third Party Insurance (TPI).
(c) Accidents caused by driver not having valid Driving Licence and TPI, is held solely responsible for any damage to life or property.
- (iv) (a) In case the sponsor is forcing the driver to drive the vehicle without licence and TPI, or a category of vehicle the driver is not qualified to drive, it must immediately be reported to the Police.
(b) If required, guidance of the Emb./Cons. may be sought.

2. Saudi Driving Licence:

- (i) Detailed information on driving and procedure for obtaining driving licence is available on the website of Ministry of Interior (<https://www.moi.gov.sa>).
- (ii). **Documentation required:**
 - A. (a) Duly filled application form
(b) Original Indian driving licence, along with a copy and its certified Arabic translation,
(c) Iqama copy,
(d) Passport copy with visa page,
(e) Identification letter from sponsor,
(f) passport size photographs.
 - B. Fee (SR 400 for 10 year validity; SR 200 for 5 years; SR 80 for 2 years) to be remitted by online banking SADAD/ATM banking and receipt obtained.
 - C. Undergo blood test/eye test at any of the approved Saudi Government medical centres and get the licence application form stamped.
- (iii) **Procedure:**
 - (a) Visit respective Dallah Driving Schools (where training/testing of driver and issuing of driving licences are done under the supervision of Traffic Department), located in Riyadh, Jeddah, Taif, Jizan, Dawadmi, Shagra'a, Wadi Al-Dawaser, Al-Kharj and Al Majma) with the above documents.
 - (b) Get a file created by paying a nominal fee (presently SR 10) at the entrance of Dallah.
 - (c) If successful in first trial of driving (basic manoeuvring), eligible for final test.

- (d) A 3-hour computer training, followed by a computer test. On clearing the computer test, a date will be given for final trial. On passing the final trial, licence will be issued.

3. Norms to be followed in KSA to avoid traffic rule violations:

- (i)
 - (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 on 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.

- (ii) **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.
 - (d) Do not sign any document given by police/Najm, etc. without knowing the content.

IV. Jail/Imprisonment

1. Forming associations/unions, striking work, demonstrations, etc. not allowed:

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

2. Use of Social Media/Internet:

- (i) Exercise extreme caution while using internet and social media so as not to break the local/cyber laws – e.g.
 - (a) browsing/forwarding of objectionable material/contents from any prohibited sites on the internet;
 - (b) 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.**
- (ii) 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.

3. Legal Environment

- (i) The legal system in Saudi Arabia is based on Islamic Sharia 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 areailable (subject to providing guarantee), the Criminal Public Right cases are notailable. 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 ‘diyaa’ (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 (lashes or *Jalda* جلدة) 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 person 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 very high.
- (ix) Appeal against judgement(s) must be brought before the higher court within 30 days from date of judgement failing which it becomes final after confirmation by higher courts.

(x) **It may be noted that as a Diplomatic Mission, Emb./Cons. 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.**

	Emb.	Cons.
Jail Section	Tel. +966-11-4884144. Ext.128 Fax: +966-11-4810742. Email: jail@indianembassy.org.sa	Tel: (+966 12)2610189 Fax(+966 12) 2610574 E-mail: vccw.jeddah@mea.gov.in

V.Consular Services
(Passport, Emergency Certificate, Attestation, etc.)

1. Introduction

(1). Emb./Cons. render consular services to the Indian citizens residing in their respective areas of consular jurisdiction in the Kingdom.

(2). These Services are facilitated through the outsourcing agency M/s VFS GCC LCC, which receives/delivers the applications/serviced documents at their service centres spread across the Kingdom in Riyadh (2 centres) Dammam, Al-Khobar, Buraida, Wadi-Al-Dawasir; Jeddah (2 centres), Abha/Khamis Mushayat and Tabuk. The contact details of VFS Centres, available on the website.

2. Details of Consular Services rendered at the Emb./Cons. and the VFS Centres

- (i) Barring **Emergency Certificates** (which are to be applied for at the Emb./Cons. or collected at the Tarheel), applications for all other consular services are to be submitted at the VFS centres.
- (ii) For complete details on the Consular services, including requirements, forms, etc. one may visit the websites of the Emb./Cons. [www.indianembassy.org/ www.cgijeddah.com respectively].
