وزارة البيئة والمياه والزراعة
Ministry of Environment Water & Agriculture

Beneficiary Communication Guide

Deputy Ministry for Beneficiary Services and Branch Affairs

April 2026

Introduction

This guide outlines the mechanisms for receiving and handling complaints, inquiries, reports, and suggestions. It operates through a unified, integrated system designed to provide comprehensive support to beneficiaries and enhance satisfaction with the resolution of all requests.

Communication Channels

Our communication channels are dedicated to empowering and assisting beneficiaries. We are committed to responding promptly and providing the best solutions within specified timeframes.

Channel	Availability	Response Time	Working Hours
Unified Number (939)	24/7	20 Seconds	24/7
Inquiries & Complaints Service	24/7	Based on Ticket Category	Sun - Thu (8 AM - 2 PM)
Social Media (@MEWA_CARE)	24/7	1 Hour	24/7
Live Chat	24/7	90 Seconds	Sun - Thu (8 AM - 6 PM)
Email	24/7	1 Working Day	Sun - Thu (8 AM - 2 PM)

Steps to Access Ministry Support Channels:

Channel	Communication Procedures and Interaction Framework	
Unified Number (939)	1. Call **939**. 2. Select the relevant department. 3. Specify the request type (Inquiry, Complaint, Report, Suggestion).	4. Speak with a Ministry representative to submit your request. 5. The request is handled by the specialist department or a ticket is issued. 6. End the call and rate the service.
Inquiries & Complaints Service	1. Access the Naama portal. 2. Log in via username/password or the National Single Sign-On (Nafath). 3. Select "Contact Us".	4. Choose "Complaints and Inquiries Service". 5. Fill in the required fields 6. submit your request.
Social Media (X - @MEWA_CARE)	1. Access the X platform. 2. Go to the beneficiary services account: @MEWA_CARE. 3. Send a direct message (DM) specifying the request type (inquiry/complaint/report/suggestion).	4. Chat with a specialist to submit the request. 5. End the Chat and rate the service.
Live Chat	1. Access the Naama portal. 2. Select "Contact Us“. 3. Choose "Live Chat". 4. Start the conversation and submit the request to the specialist.	5. Process the request or open a ticket for the concerned department. 6. End the chat and rate the service provided.
Email (E-services@mewa.gov.sa)	1. Access the Naama portal. 2. Select the email: E-services@mewa.gov.sa. 3. State the request type (Inquiry/Complaint/Report/Suggestion) with clear details.	4. Enter the contact information. 5. Send the email.

Ticket Handling Process:

1. Ticket Reception and Response:

- Receiving the ticket (Complaint / Inquiry / Report / Suggestion) through available channels.
- Reviewing data and verifying ticket content.
- Contacting the beneficiary when necessary to complete or verify required data.
- In case of no response, the beneficiary is notified via SMS to complete data within 5 working days to avoid ticket closure.

2. Ticket Processing

- Processing the ticket within the specified timeframe.
- Notifying the beneficiary of the processing results via SMS.

3. Satisfaction Assessment

- Notifying the beneficiary to assess satisfaction after resolution via an SMS containing a link to the service quality survey.

4. Ticket Closure

- Closing the ticket and notifying the beneficiary via SMS.
- The beneficiary may contact and reopen the ticket within 48 hours of the closure notification.

5. Reopening Tickets and Escalating Complaints

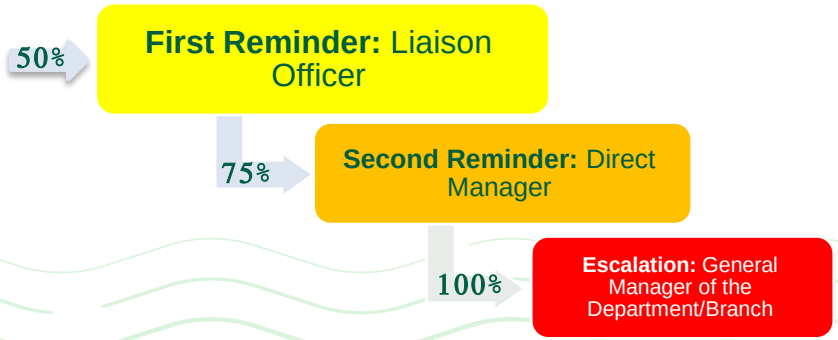
- Reopening the ticket or escalating the complaint by contacting the Unified Call Center.

Ticket Resolution Timeframes:

Ticket Type	Processing Time
Complaint	5 Working Days
Inquiry	5 Working Days
Technical Support	5 Working Days
Report	1 - 5 Working Days
Suggestion	Immediate (Subject to study)

Ticket Escalation Cases:

- Escalation upon exceeding the specified resolution timeframe.
- Reminders upon exceeding a percentage of the specified timeframe; notifications are sent via email according to the following hierarchy:





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Thank you

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