



## Service Level Agreement provided by the Rai (Irrigation) Platform

The service level agreement provided by the Rai (irrigation) platform aims to clarify and indicate the quality of the level of services provided through the various systems and services, and the rights and duties of both the Saudi Irrigation organization (SIO) and the beneficiary. This agreement expresses a clear agreement between the Saudi Irrigation organization (SIO) and all those who deal with it, whether or not they know about this agreement.

Therefore, the mere receipt of any of the services covered by this agreement is an implied and clear consent by the recipients of those services to all the provisions of this agreement, without prejudice to any other agreements that may be included in the process of providing that service.

The Saudi Irrigation Organization (SIO) is committed to maintaining the rules of fairness and privacy in dealing with the requests of the beneficiaries of the services with complete confidentiality, and the SIO makes every effort to provide high quality services to all beneficiaries.

The following are the obligations of both the Saudi Irrigation Organization (SIO) (service provider) and the beneficiaries of the services:

### Rights and Duties of the Beneficiary:

- The Saudi Irrigation Organization (SIO) is committed to providing services in the platform and making them available during weekdays including also holidays and vacations.
- Beneficiaries' requests are dealt with fairly and confidentially and respond as necessary through the system and through text messages or direct communication according to the need and type of communication.
- The Rai (irrigation) platform allows the registration of an account for the user, through which he can submit requests to benefit from the services, systems and applications provided by the Saudi Irrigation Organization (SIO) through its platform, and he can also follow the stages of the request.
- The submission must comply with the requirements for implementing the service, and the entered data must be correct, noting that the incorrectness of the entered or attached data leads to the exclusion of the request.
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- The applicant bears full responsibility for his choices in accordance with the terms and conditions, and violating
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- applications are excluded.
- In case any request is accepted, the applicant will be informed of this by text messages, and the status of the request can be inquired through the account registered in the portal.
- The visitor's entry into the irrigation platform of the Saudi Irrigation Organization (SIO) is considered as an approval and acknowledgment of all the terms and conditions of use of the platform, and it is an explicit and clear agreement between the SIO and everyone who deals with it.

**Expected time to close the order:**

Expected time to resolve	Expected response time	Type	Channel
48 hours	7 a.m. to 5 p.m.	Complaint	Call Center 8003060999 <a href="https://csmnow.mewa.gov.sa/tss">https://csmnow.mewa.gov.sa/tss</a>
			Twitter Care
			Email address
			Soutak Masmó' (Your voice is heard)

Expected time to resolve	Expected response time	Type	Channel
48 hours	7 a.m. to 5 p.m.	Complaint report	Call Center 8003060999
			Twitter:@siogovcare
			<a href="mailto:rai@sio.gov.sa">rai@sio.gov.sa</a>
			Soutak Masmó' (Your voice is heard)



Expected time to resolve	Expected response time	Type	Channel
Based on the situation	Direct	Emergency Notification (accidents, refraction)	Call Center 8003060999
Expected time to resolve	Expected response time	Type	Channel
48 hours	7 a.m. to 5 p.m.	Suggestion	Call Center 8003060999
			Twitter:@siogovcare
			<a href="mailto:rai@sio.gov.sa">rai@sio.gov.sa</a>
			Soutak Masmoo' (Your voice is heard)
Expected time to resolve	Expected response time	Type	Channel
48 hours	7 a.m. to 5 p.m.	Enquiry & Support	Call Center 8003060999
			Twitter:@siogovcare
			<a href="mailto:rai@sio.gov.sa">rai@sio.gov.sa</a>
			Soutak Masmoo' (Your voice is heard)

Expected time to resolve	Expected response time	Type	Channel
24 hours	7 a.m. to 5 p.m.	Enquiry and live support	Call Center 8003060999
			Twitter:@siogovcare
			<a href="mailto:rai@sio.gov.sa">rai@sio.gov.sa</a>
			Soutak Masmoo' (Your voice is heard)



### Rights and duties of the Foundation:

- The SIO is committed to interacting with the correct messages and requests, and communicating with their owners within the specified period, which may increase or decrease depending on the case.
- The SIO is committed to applying accountability for shortage to communicate with messages and requests received from beneficiaries.
- The Customer Service Department in the SIO maintains the rules of fairness and privacy in dealing with beneficiary requests.
- The Saudi Irrigation organization (SIO) is committed to work on solving login problems or any related problems and provide access to any section of the platform.
- The Customer Service Department has the right to exclude non-conforming requests or containing incorrect data.
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- The Customer Service Department has the right to temporarily disable some services or systems for maintenance works or for other reasons.
- Visitors to the platform are prohibited from accessing it for the purpose of harming it or corrupting any of its contents.
- The visitor to the Rai platform is keen to report any deficiency or error, if any, for the purpose of improving the content of the platform.
- The applicant bears full responsibility for his/her choices in accordance with the governing regulations of services.

### Help and support:

The platform includes a section to help and support the beneficiaries, and to satisfy all the visitor needs from the SIO Ray platform, through the various communication channels inside or outside the platform, taking into account that it suits the largest possible number of visitors, and for this reason readable content and media materials were provided in various forms, in addition to detailed information and links to some forms of assistance. The Saudi Irrigation Organization (SIO) is also committed to interacting and responding to requests for inquiries received through the Contact Us page.



#	Service	Service availability time (hour/day)	
١	Permanent Irrigation Request	24/7	Within 10 working days
٢	Request for Temporary/Permanent Irrigation Stop	24/7	Within 5 working days
٣	Temporary Irrigation Request	24/7	Within 10 working days
٤	Change the location of a watercourse	24/7	Within 5 working days
٥	Irrigation network design	24/7	Within 5 working days
٦	Temporary removal of irrigation channels	24/7	Within 10 working days
٧	Establishment of new agricultural drains	24/7	Within 60 working days
٨	Field drain Connection License	24/7	Within 10 working days
٩	Certificate of application of the modern irrigation system	24/7	Within 5 working days
١٠	Temporary Drain Coverage License	24/7	Within 5 working days
١١	Permit of Farm Fencing	24/7	Within 10 working days
١٢	Sorting agricultural holdings	24/7	Within 15 working days
١٣	Container request with transfer of agricultural waste (without farm registration)	24/7	Within 5 working days
١٤	Farm Card Issuance	24/7	Within 5 working days
١٥	Determine the boundaries of the SIO territories	24/7	Within 15 working days
١٦	Container request with transfer of agricultural waste (with farm registration)	24/7	Within 5 working days
١٧	Agricultural holding area investigation	24/7	Within 10 working days
١٨	Agricultural holding location investigation	24/7	Within 10 working days
١٩	Give a new agricultural holding number	24/7	Within 10 working days
٢٠	Consolidation of holdings	24/7	Within 15 working days
٢١	Update holding Data	24/7	Within 10 working days
٢٢	Permit to carry out works	24/7	Within 45 working days
٢٣	Direct connection from an irrigation outlet	24/7	Within 15 working days
٢٤	Request for additional water discharge	24/7	Within 15 working days
٢٥	Water Quality Analysis	24/7	Within 5 working days
٢٦	Agricultural Soil Analysis	24/7	Within 5 working days
٢٧	Food Safety Analysis	24/7	Within 5 working days