

## **Service Level Agreement (SLA)**

### **Saudi Health Council**

The Saudi Health Council is committed to meeting the expectations and needs of its beneficiaries through its various electronic services, in accordance with the Terms of Use Agreement, which defines and clarifies the users' roles within the electronic portal and enables them to benefit from the available services. Among these terms and conditions are the following:

- The Saudi Health Council ensures that all electronic services are accessible to all beneficiaries at all times.
- The Council's website is committed to maintaining the confidentiality of beneficiaries' and visitors' information, as stated in the Privacy Policy published on the website.
- The Council is dedicated to receiving complaints and inquiries from beneficiaries through the available communication and complaints channels provided on the website.
- The Council, through its technical support team, is committed to resolving any technical or administrative issues that may arise during the use of its electronic services.
- The Council ensures that the loading time for all website pages does not exceed 5 seconds at maximum.
- The Council's technical specialists conduct regular tests to ensure the availability of all interfaces and to minimize downtime as much as possible.
- The Council is committed to continuously updating its electronic services in line with beneficiaries' needs, based on user satisfaction surveys and feedback submitted through various channels.
- The beneficiary is responsible for notifying the Council in case of any irregularities, errors, or technical problems encountered while browsing the website or using any of its electronic services.
- The presence of the beneficiary on the website constitutes an implicit and binding acceptance of the Terms of Service and the overall Website Usage Policy.
- Visitors and beneficiaries are strictly prohibited from any attempts at tampering, sabotage, or carrying out any unlawful or unauthorized actions.

### **Service Delivery Levels**

Please note that the service times indicated below **exclude** the time required for on-site visits (if necessary), the completion of missing information or documents not provided by the beneficiary, as well as the time required for data processing by any third parties when applicable.

### National Health Research and Studies Portal (Nahr-Sab)

Service Name	Execution Time	Service Channel
Access Request	5 business days	Website
Viewing	Immediate	Website
Downloading	Immediate	Website

### Employment Verification Service

Service Name	Execution Time	Service Channel
Inquiry	Immediate	Website

### Sandak Portal

Service Name	Execution Time	Service Channel
Establishment Registration	5 business days	Website
General Indicators List	Immediate	Website
Survey List	Immediate	Website

### Council Members' Portal

Service Name	Execution Time	Service Channel
View Meeting Schedules	Immediate	Website
Access Meeting Minutes	Immediate	Website

### Manqoolat Portal

Service Name	Execution Time	Service Channel
View	Immediate	Website

### Data Request Service

Service Name	Execution Time	Service Channel
Data Sharing Request	7 business days	Website