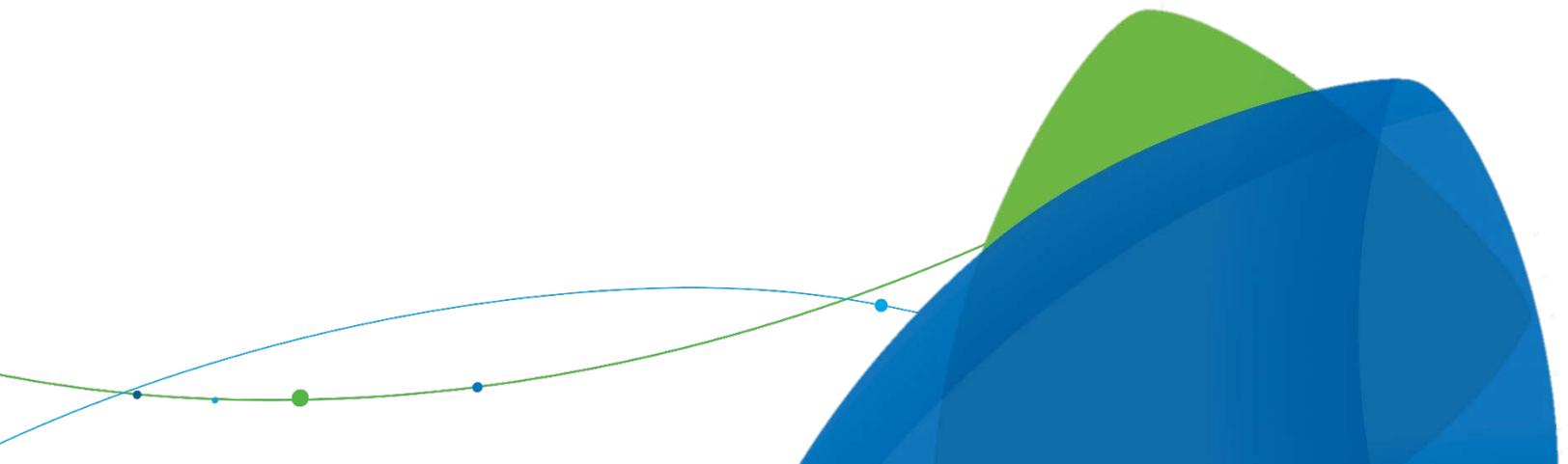




هيئة المدن والمناطق الاقتصادية الخاصة  
Economic Cities and Special Zones Authority

# Business Environment FAQs During COVID-19



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## General questions

### 1. What kind of support does ECZA offer to the private sector?

ECZA has launched a set of initiatives to ensure the continuity of business for all entities in the economic cities. ECZA is also keen to support investors in the economic cities by directing them to benefit from other government initiatives. For assistance and support, you can contact the Integrated Government Services Center (360°) through the official communication channels.

### 2. How do we avail services that required the presence of the company representative?

ECZA has established temporary mechanisms to accelerate the pace of business during the current time through video or audio communication with 360° for services that require the presence of company representatives.

### 3. Should we continue applying for government services or wait until employees return to their offices?

360° continues to provide government services to investors.

### 4. During the current situation, are all labor affairs services available?

Yes, labor affairs services are available according to the terms and conditions stated for each service.

## 5. How do we access information about new services and updates that will be launched by ECZA?

Through the official ECZA social media accounts and 360° portal.

## 6. Is it possible to conduct a remote meeting with the concerned department in ECZA to present or raise any questions (developer, investor, or engineering office)?

Yes, it is possible in coordination with 360° center.

## 7. Does the original investment license or municipality permit need to be presented by investors?

In the interests of safety during the current period, it is sufficient to send a copy of the investment license or the municipality's permit via email to the official delegated person registered with ECZA.

## 8. Are ownership certificates being delivered at the present time?

In the interests of safety during the current period, the delivery of ownership certificates will be delayed until further notice.

## 9. What are the official working hours during this period and when is possible to communicate with ECZA?

It is possible to communicate with ECZA through 360° during official working hours, which are 8:00 AM to 4:00 PM.

## 10. How can 360° be reached during the COVID-19 period?

You can communicate through the following channels:

- Email: [crm@ecza.gov.sa](mailto:crm@ecza.gov.sa)
- 360° Portal: [www.ecza.gov.sa/360](http://www.ecza.gov.sa/360)
- WhatsApp: +966 12 610 6735
- Phone: +966 12 610 6700

## 11. How can we communicate to follow up on transactions submitted to 360°?

In case of any inquiries regarding transactions, you can directly communicate with 360° through the following channels:

Type of Service	Email	Direct Phone
Municipal, urban planning, engineering offices and contractor services	<a href="mailto:esaeeedi@ecza.gov.sa">esaeeedi@ecza.gov.sa</a>	+966 55 893 6162
Licensing, registration and labor affairs services	<a href="mailto:anahary@ecza.gov.sa">anahary@ecza.gov.sa</a>	+966 56 455 5916
Real estate services	<a href="mailto:tsharif@ecza.gov.sa">tsharif@ecza.gov.sa</a>	+966 56 377 6935
General inquiries and emergency cases	<a href="mailto:ekurdi@ecza.gov.sa">ekurdi@ecza.gov.sa</a>	+966 50 060 0730
Technical support	<a href="mailto:egov-helpdesk@ecza.gov.sa">egov-helpdesk@ecza.gov.sa</a>	+966 50 612 2283

## 12. How can we submit a complaint?

You can send your complaint to the customer care email:  
[care@ecza.gov.sa](mailto:care@ecza.gov.sa)

## ECZA initiatives

### 1. Who are the targeted investors?

Private sector entities and all entities that perform economic services to the private sector within the economic cities and the special economic zones.

### 2. What are the initiatives launched by ECZA?

- Automatic renewal of investment licenses until the end of Q2, 2020.
- Postponement of the financial compensation payment owed for investment licenses services until the end of Q2, 2020.
- Postponement of the financial compensation payment owed for real estate services until the end of Q2, 2020.
- Postponement of the financial compensation payment owed for municipal services until the end of Q2, 2020.
- Postponement of the payment of fines resulting from violations until the end of Q2, 2020.
- Postponement of services suspension procedures until the end of Q2, 2020.

### 3. What is the approved period of time to benefit from the initiatives?

It is possible to benefit from the initiatives launched by ECZA from the date of launch (26/03/2020) until 30/06/2020. The period of the initiatives may be further extended if necessary.

### 4. What is the approved mechanism to benefit from ECZA initiatives for investors?

Investors should apply for the required services through the 360° platform.

## 5. What services fall under the postponement of the financial compensation payment owed for investment licenses services?

1. Issuance
2. Renewal
3. Amendment

## 6. How do we benefit from the automatic renewal of investment licenses initiative?

Investment licenses that expire between 26/03/2020 and 30/06/2020 will be renewed automatically. The associated service fees shall be postponed.

## 7. What are the transactions that fall under the Real Estate Affairs initiative in the economic cities?

All real estate transactions in the economic cities, with the exception of transactions related to sale of apartments registration.

## 8. What are the services that fall under the Municipality Affairs initiative?

1. Issuance and renewal of site mobilization and temporary fencing permits.
2. Issuance and renewal of excavation and backfilling permits.
3. Issuance and renewal of foundation permits.
4. Issuance, renewal and amending of building permits.
5. Issuance and renewal of occupancy permits.
6. Issuance and renewal of shop permits.
7. Issuance and renewal of operating permits.

## 9. Will the postponement of the services suspension procedures apply to all entities?

Entities that are subject to major and high-risk violations based on the approved ECZA Directory of Violations, Penalties and Procedures Application are exempted from the initiative of postponement of services suspension procedures.

—The end—