

User Manual for Objecting to Penalties (Grievance)

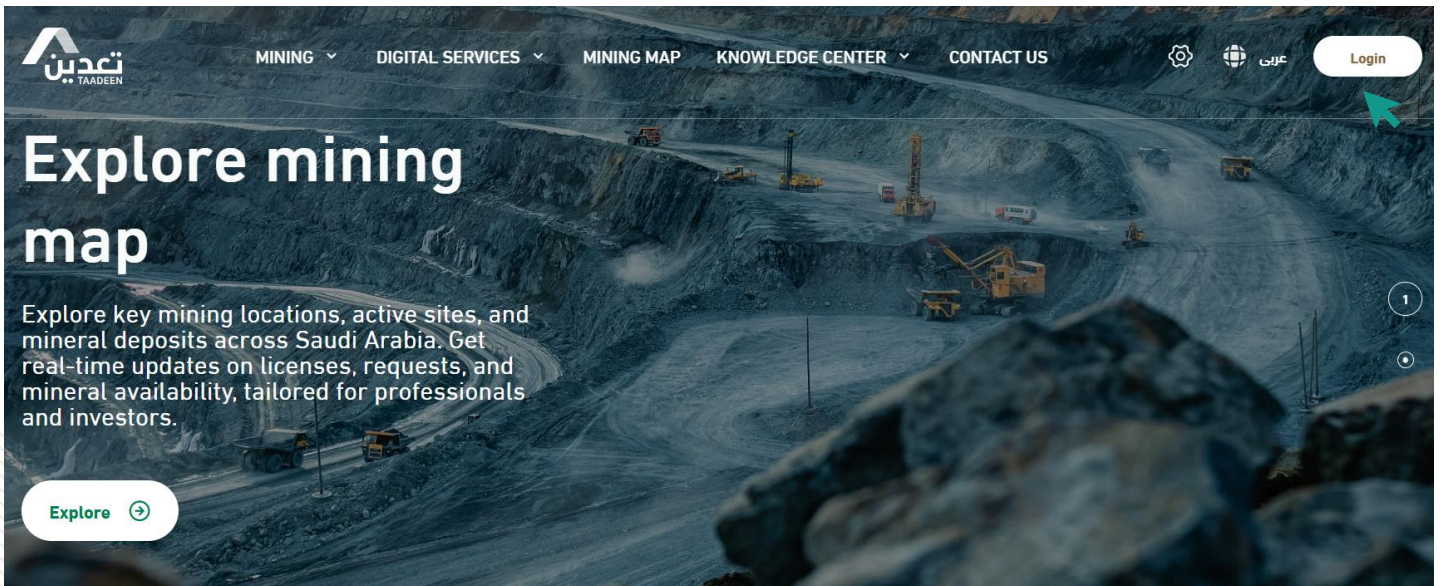


Service Description:

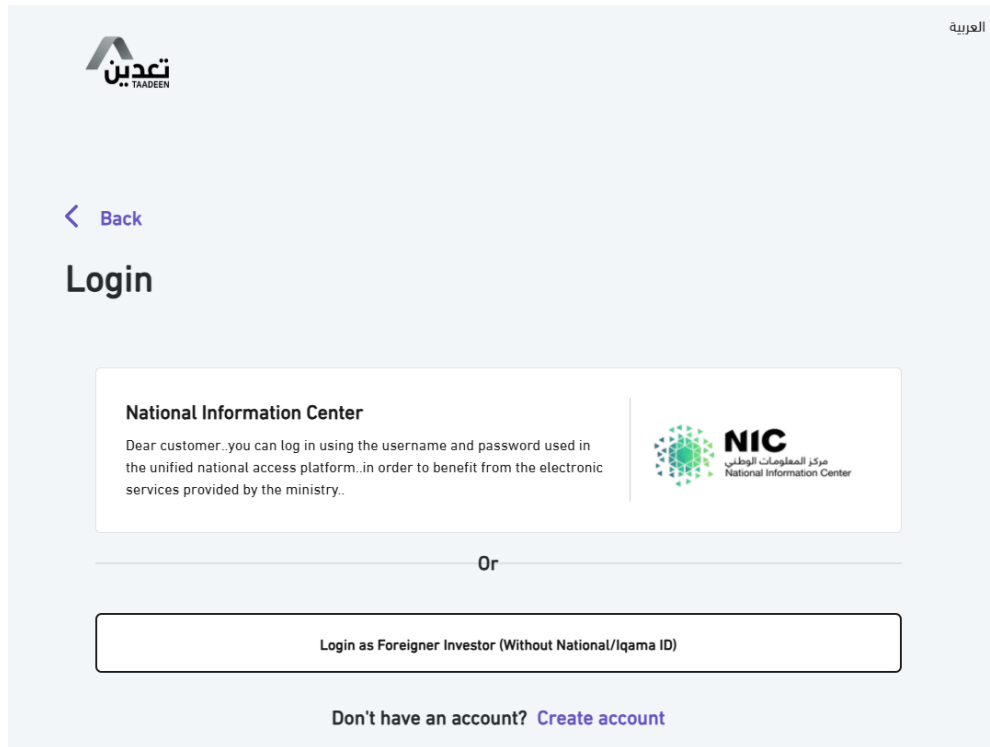
A service that enables investors to electronically submit an objection or grievance against penalties imposed on them, track the status of their request, and view the processing results and the final decision issued regarding it.

Steps to Access the Service :

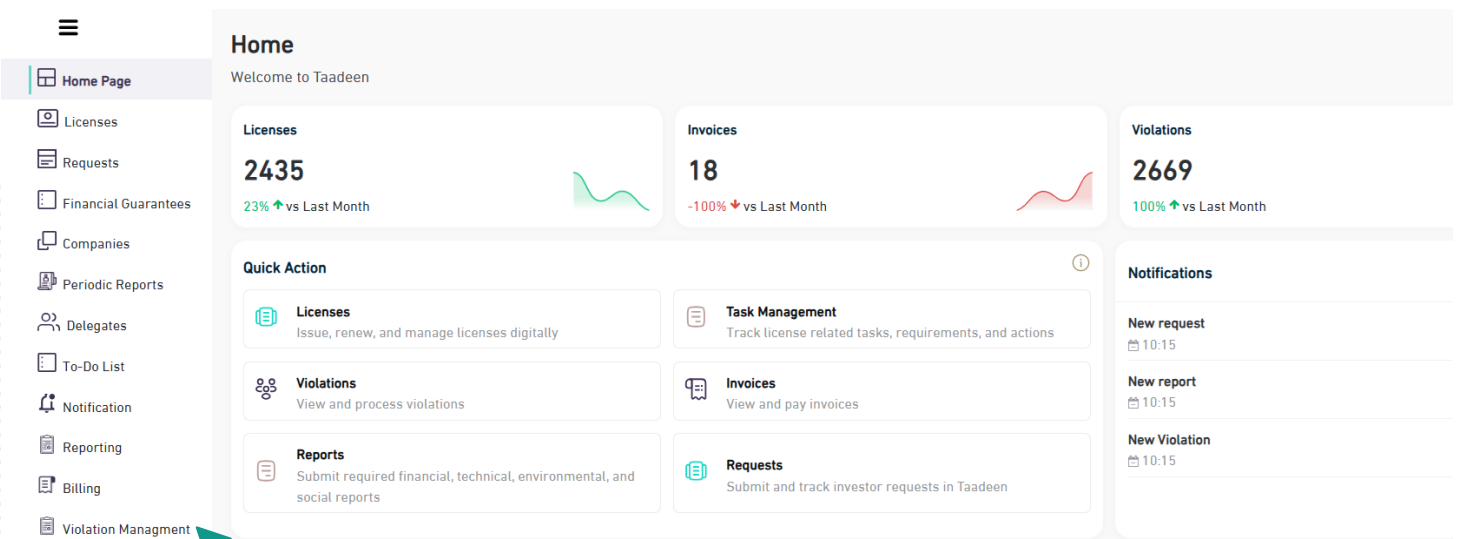
1- Visit [Taadeen Platform](#) and click on "Login" option.



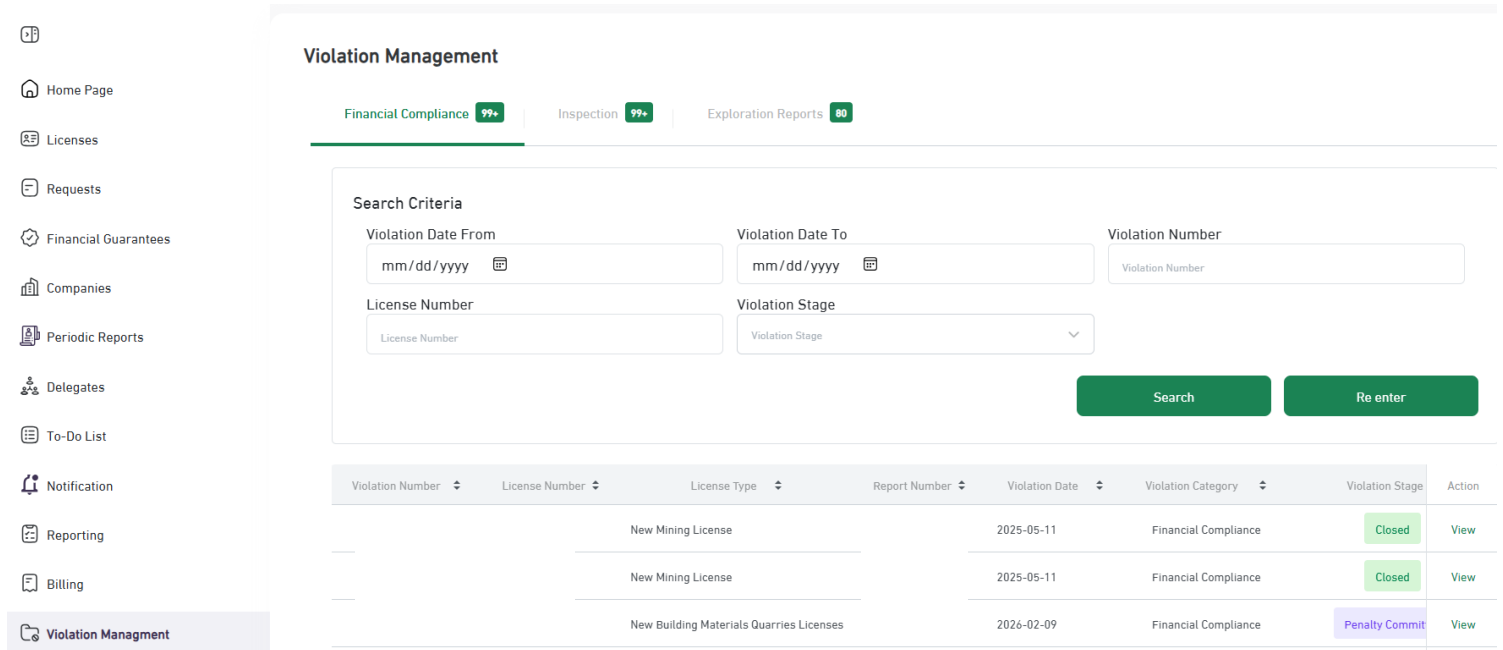
2- Log in to your account.



3- Click on “Violation Management”.



4- Select the violation category (Financial Compliance – Inspection), then enter the violation number and click the “Search” button.

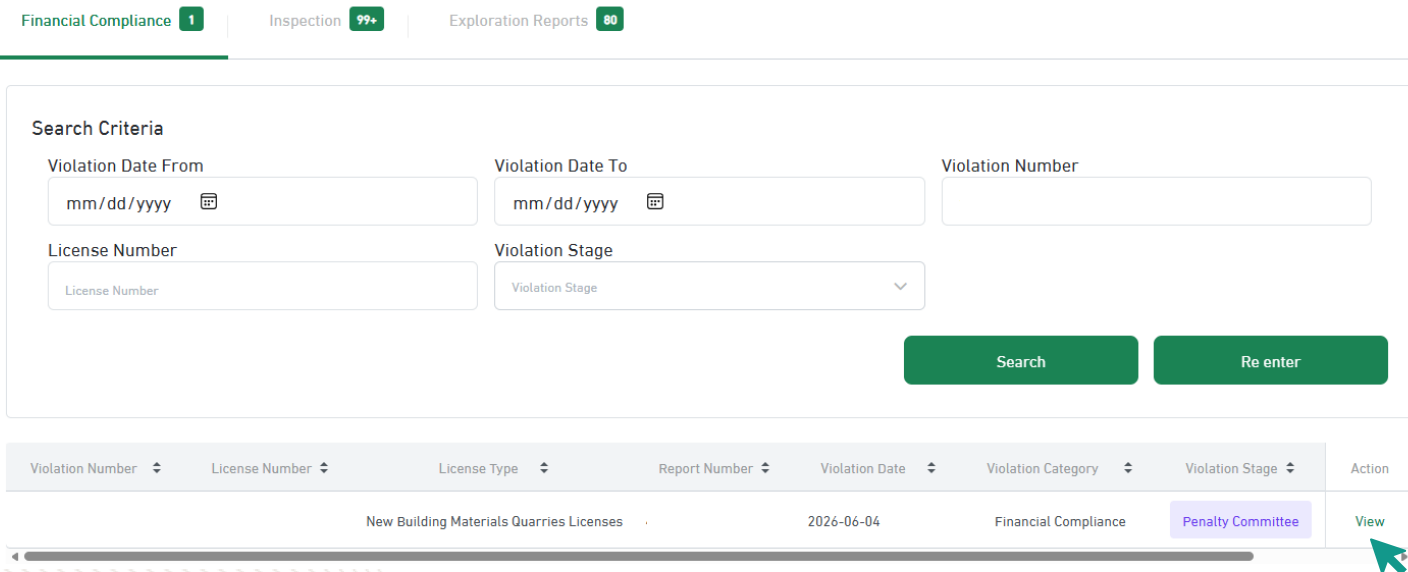


The screenshot shows the 'Violation Management' interface. On the left is a navigation menu with items like Home Page, Licenses, Requests, Financial Guarantees, Companies, Periodic Reports, Delegates, To-Do List, Notification, Reporting, Billing, and Violation Management. The main area has tabs for 'Financial Compliance' (99+), 'Inspection' (99+), and 'Exploration Reports' (80). Below the tabs is a 'Search Criteria' section with input fields for 'Violation Date From', 'Violation Date To', 'Violation Number', 'License Number', and a 'Violation Stage' dropdown. There are 'Search' and 'Re enter' buttons. Below the search section is a table with columns: Violation Number, License Number, License Type, Report Number, Violation Date, Violation Category, Violation Stage, and Action. The table contains three rows of data.

Violation Number	License Number	License Type	Report Number	Violation Date	Violation Category	Violation Stage	Action
		New Mining License		2025-05-11	Financial Compliance	Closed	View
		New Mining License		2025-05-11	Financial Compliance	Closed	View
		New Building Materials Quarries Licenses		2026-02-09	Financial Compliance	Penalty Commit	View

5- The violation details will then be displayed. Click the “View” button.

Violation Management



This screenshot is similar to the previous one but shows the 'Financial Compliance' tab selected with a count of 1. The table below the search section has one row of data, and a mouse cursor is pointing to the 'View' button in the 'Action' column.





Violation Number	License Number	License Type	Report Number	Violation Date	Violation Category	Violation Stage	Action
		New Building Materials Quarries Licenses		2026-06-04	Financial Compliance	Penalty Committee	View

User Manual for Objecting to Penalties (Grievance)

- 6- The violation details will be displayed. The violation stage will be “Penalty” and the grievance status will be “Allowed”. Click the button shown below to display the “Penalty grievance” button, then click it.

Violation Details

License Number:	<input type="text"/>	Investor CR:	<input type="text"/>
License Type:	New Building Materials Quarries Licenses	Investor Name:	دات مسؤولية محدودة
Violation Type:	Delay in payment of the financial compensation, or partial of it, for Class (C) licenses.	Report Number:	<input type="text"/>
Violation State:	Penalty Committee	Violation Issuance Date:	2026-06-04
Violation Number:	<input type="text"/>	Billing ID:	<input type="text"/>

Violation State	Date	Correction Duration	Correction Due Date	Grievance Duration	Grievance Due Date	Correction State	Grievance State	View Correction	View Grievance	Bill Details	Action
Warning Stage	2026-06-04	50 Days	2026-07-24	-	-	Correction Allowed	-				
Notification Stage	2026-06-04	50 Days	2026-07-24	-	-	Correction Allowed	-				
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		
Penalty	2026-06-06	50 Days	2026-07-26	60 Days	2026-08-05	Correction Allowed	Grievance Allowed	-	View		

Penalty
grievance

- 7- The grievance will be submitted by adding the attachments and describing the grievance, then clicking the “Submit” button.

Violation Grievance

Violation Details

Type:
Delay in payment of surface rental fees for exploitation licenses Class (B)


Created Date:
2026-06-11

Stage:
Penalty Stage

Submit Grievance

Please enter your grievance details below.

Attachement*

Add 

Grievance description*

User Manual for Objecting to Penalties (Grievance)

8- After submission, the system status will be “Committee Secretary Review”.

Violation Details

License Number:		Investor CR:	
License Type:	New Small Mining License	Investor Name:	ذات مسؤولية محدودة
Violation Type:	Delay in payment of surface rental fees for exploitation licenses Class (B)	Billing ID:	
Violation State:	Penalty Stage	Violation Issuance Date:	2026-05-24
Violation Number:			

Violation State	Date	Correction Duration	Correction Due Date	Grievance Duration	Grievance Due Date	Correction State	Grievance State	View Correction	View Grievance	Bill Details	Action
Warning Stage	2026-06-04	50 Days	2026-07-24	-	-	Correction Allowed	-				
Notification Stage	2026-06-04	50 Days	2026-07-24	-	-	Correction Allowed	-				
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		!
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		!
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Grievance Allowed	-	View		!
Penalty	2026-06-04	50 Days	2026-07-24	60 Days	2026-08-03	Correction Allowed	Committee Secretary Review		View Grievance	View	

9- After that, the application will be reviewed by the relevant team. If the grievance is accepted, the violation stage will be set to “Closed” and the violation status will be “Grievance Accepted”.

Violation Management

Financial Compliance 1 | Inspection 99+ | Exploration Reports 80

Search Criteria

Violation Date From	Violation Date To	Violation Number
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>
License Number	Violation Stage	
<input type="text" value="License Number"/>	<input type="text" value="Violation Stage"/>	

Violation Number	License Number	License Type	Report Number	Violation Date	Violation Category	Violation Stage	Violation Status	Action
		New Building Materials Quarries Licenses		2026-05-21	Financial Compliance	Closed	Grievance Approved	View

10 - If the grievance is not accepted, the violation status will be "grievance rejected," and you will be able to submit another appeal against the penalty "grievance".

Violation Management

Financial Compliance **1** | Inspection **99+** | Exploration Reports **80**

Search Criteria

Violation Date From mm/dd/yyyy	Violation Date To mm/dd/yyyy	Violation Number
License Number License Number	Violation Stage Violation Stage	

[Search](#) [Re enter](#)

Violation Number	License Number	License Type	Report Number	Violation Date	Violation Category	Violation Stage	Violation Status	Action
		New Building Materials Quarries Licenses	5	2026-04-19	Financial Compliance	Penalty Committee	Grievance Rejected	View

Thank You