



الهيئة السعودية للمياه
Saudi Water Authority

User Guide: Violation Reporting Service

Date: February 2026
Version: 1

First: Service Description

Service Name:

Violation Reporting Service

Service Description:

This service enables beneficiaries to report violations or practices that contravene the regulations and bylaws governing the water sector. Through this service, the Saudi Water Authority (SWA) can exercise its regulatory and supervisory role in verifying compliance with applicable regulatory requirements. Submitting a report does not constitute assigning an operational role to the Authority with respect to the reported activity.

Service Objectives:

- Enable the Authority to perform its regulatory oversight in monitoring and verifying violations.
- Enhance compliance with the rules and regulations governing the water sector.
- Protect water resources and help ensure the quality of services provided.
- Provide an official reporting channel for violations within the Authority's jurisdiction.

Target Groups:

- Members of the general public and beneficiaries.
- Stakeholders interacting with water sector activities.
- Any individual with knowledge of a violation within the Authority's jurisdiction.



Second: Terms and Requirements

Service Prerequisites:

1. The reported violation must relate to an activity within the jurisdiction of the Saudi Water Authority (SWA).
2. Clear and accurate information regarding the reported violation must be provided.
3. The service must not be used to submit malicious or unfounded reports.

Service Requirements:

- Enter the reporter's information as required in the service form.
- Specify the subject of the report.
- Provide a description of the violation.
- Attach a photo of the violation
- Specify the location of the violation.

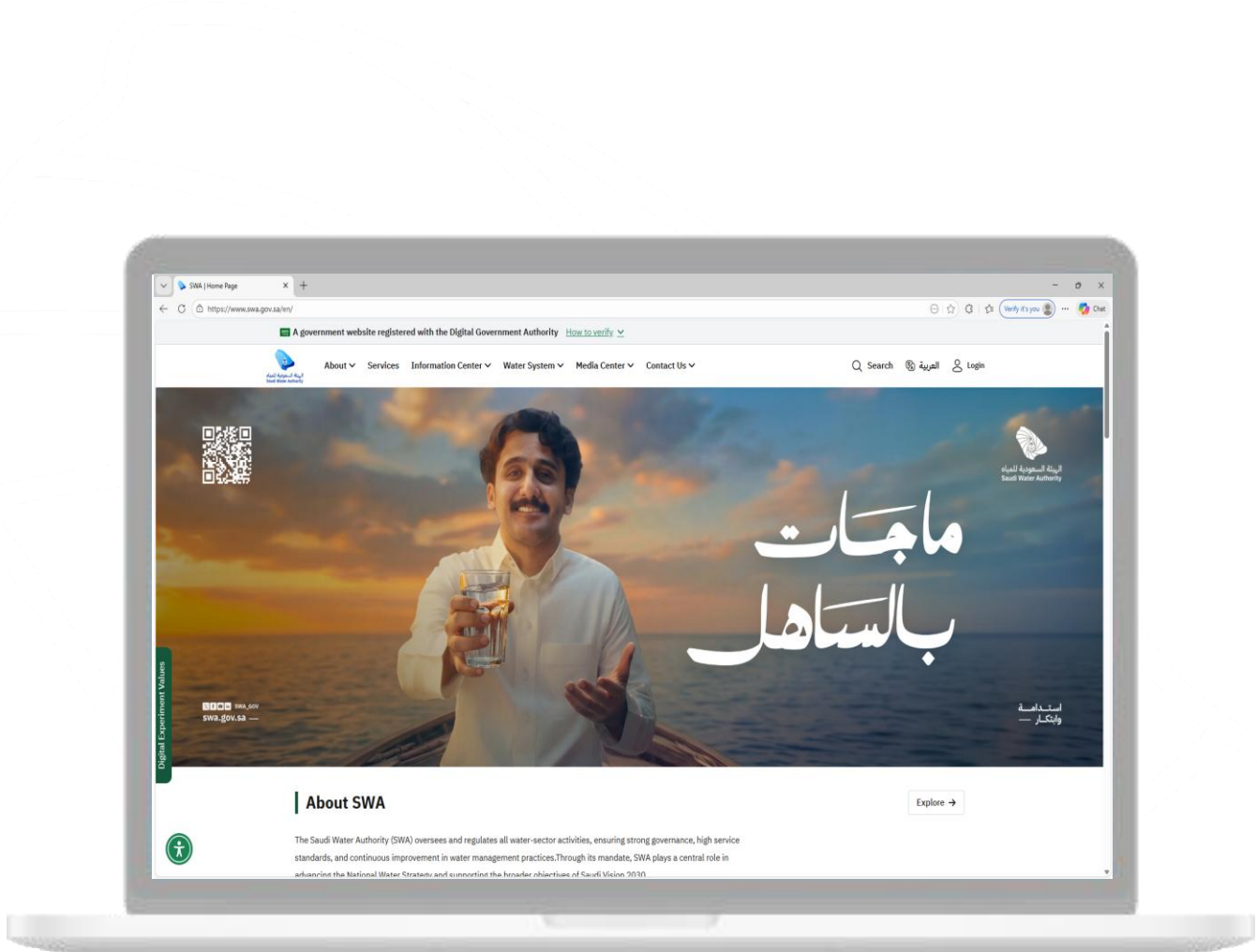
Regulatory Notice:

The Authority reviews reports from a regulatory and oversight perspective. Its role is limited to verifying compliance with applicable rules and regulations and taking the necessary legal action when required. The Authority does not directly undertake the operational handling of the reported activity.



Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

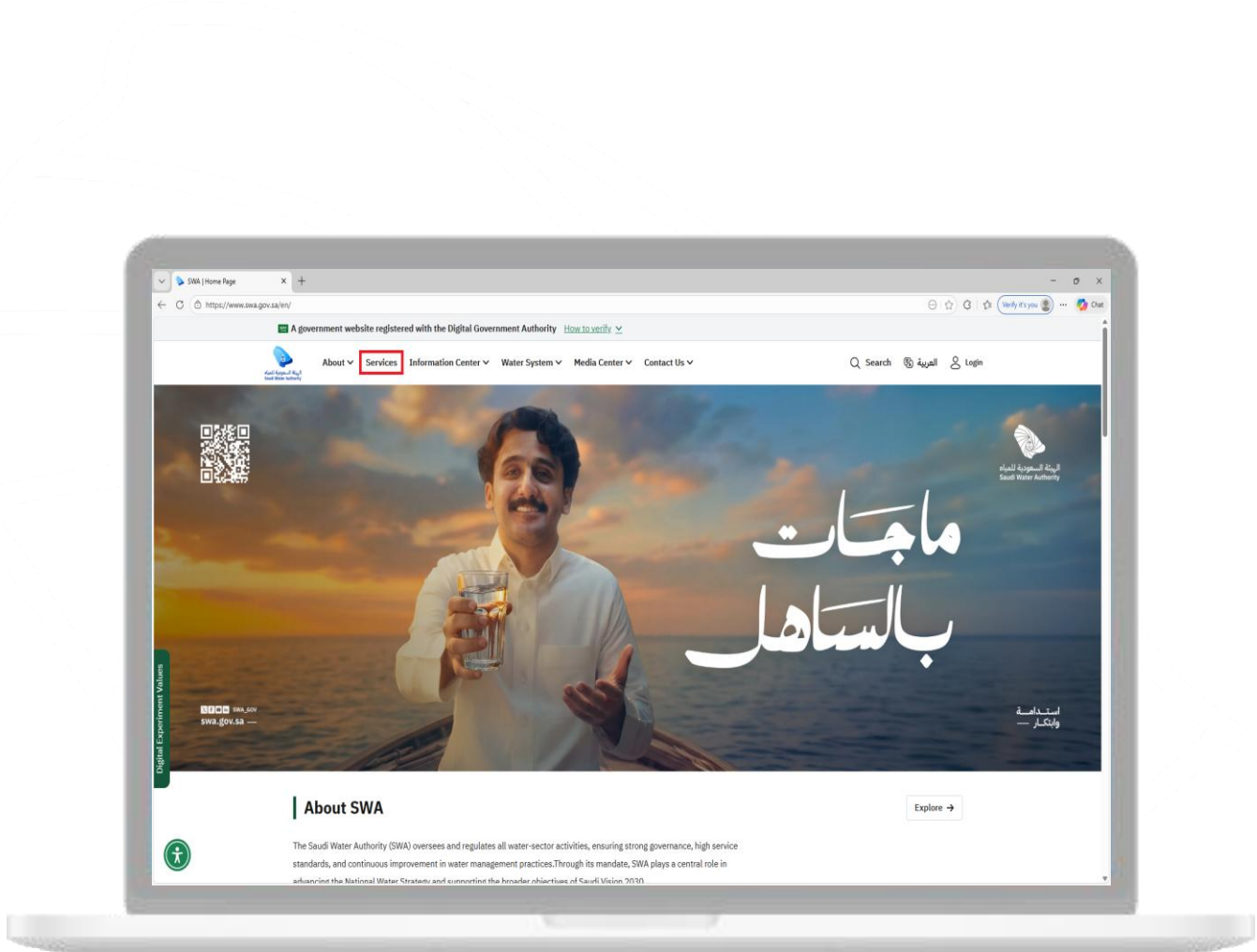


Click here to visit the website



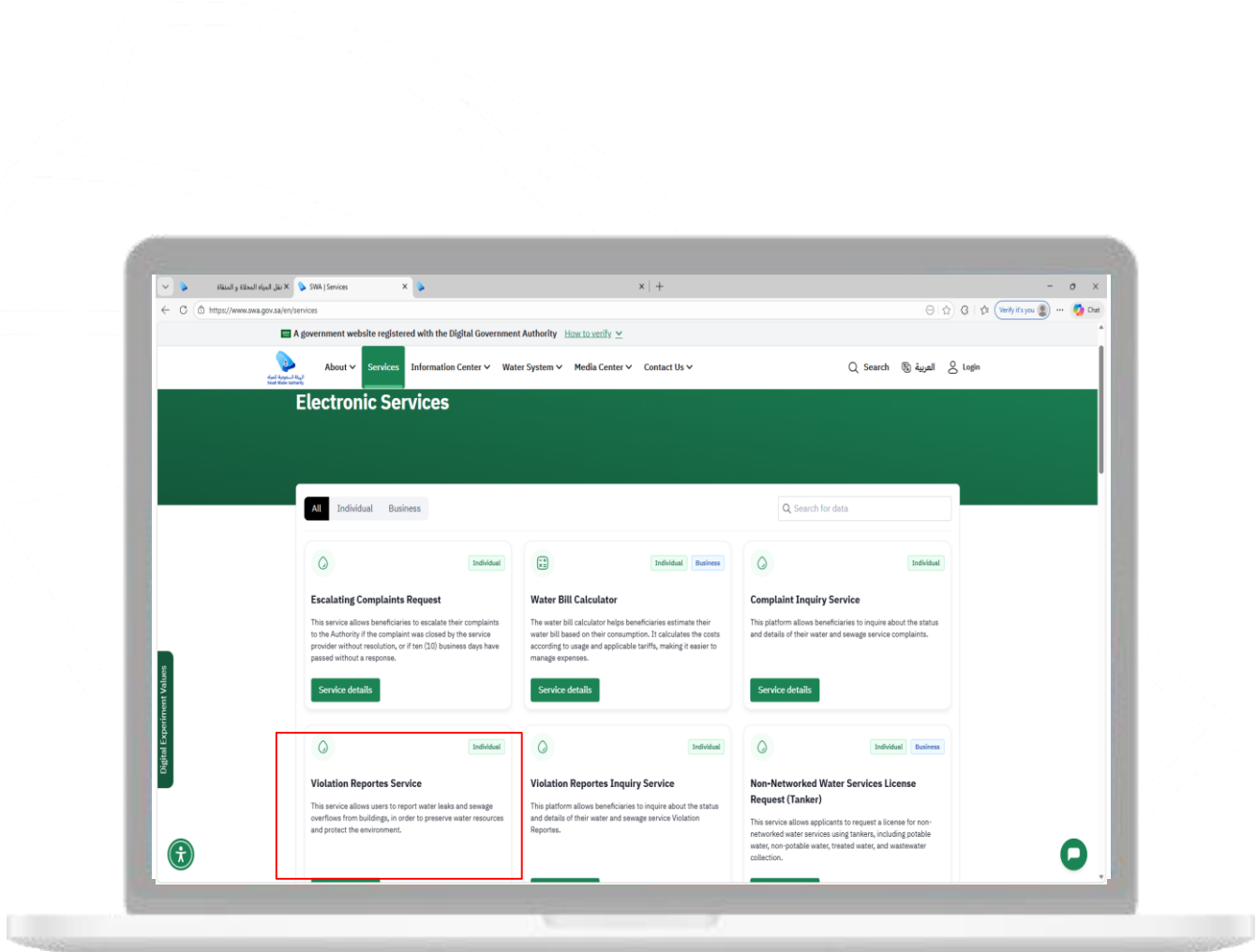
Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



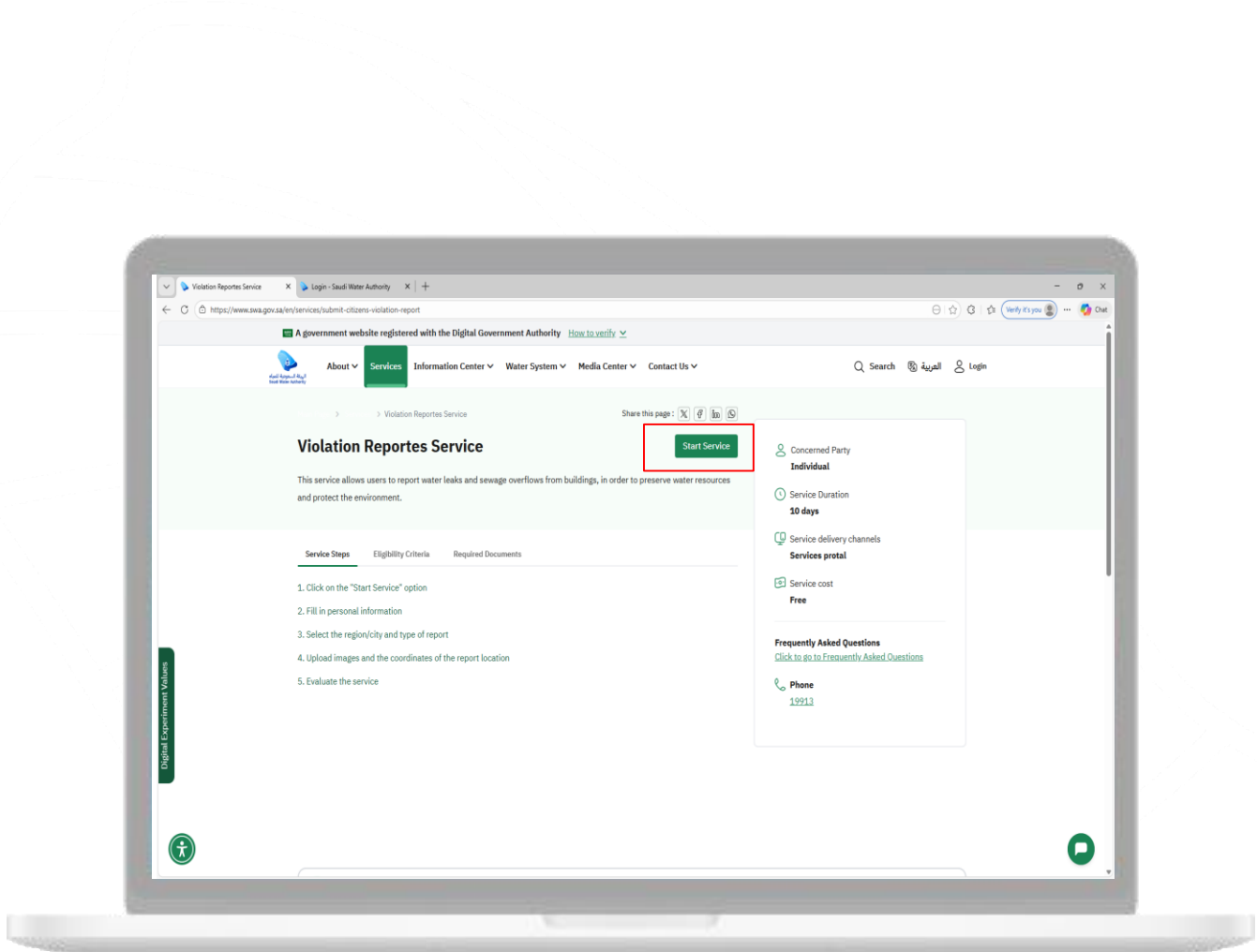
Third: Steps to Access the Service

3. Select the “Violation Reporting” service.



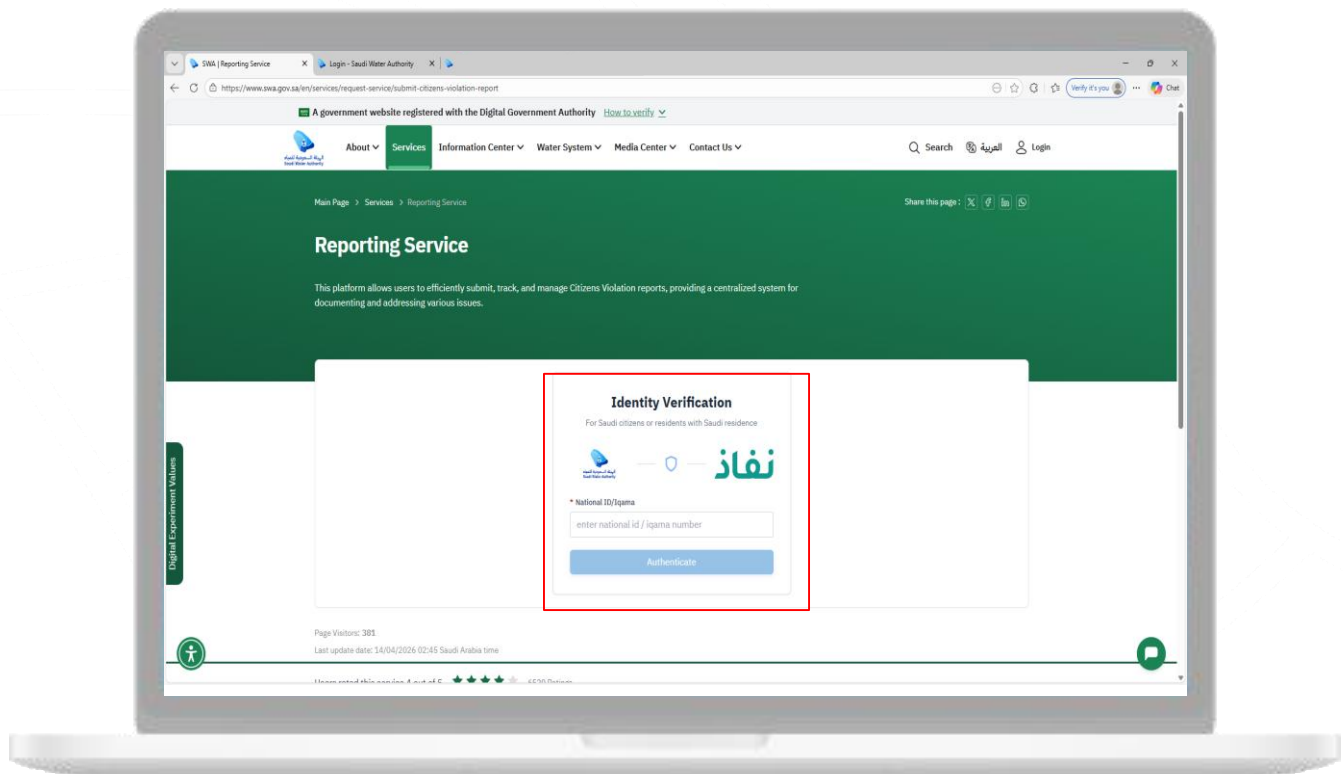
Third: Steps to Access the Service

4. Click on "Start Service."



Third: Steps to Access the Service

5. Enter the applicant's ID number and verify through "Nafath"



Third: Steps to Access the Service

6. Fill out the electronic report form with the Personal information.

The screenshot shows a web browser displaying the 'Reporting Service' page. The page header includes the URL 'https://www.owa.gov.eg/en/services/request-service/submit-citizens-violation-report' and navigation links for 'About', 'Services', 'Information Center', 'Water System', 'Media Center', and 'Contact Us'. The main content area features a green banner with the title 'Reporting Service' and a brief description: 'This platform allows users to efficiently submit, track, and manage Citizens Violation reports, providing a centralized system for documenting and addressing various issues.' Below the banner is a form with the following fields:

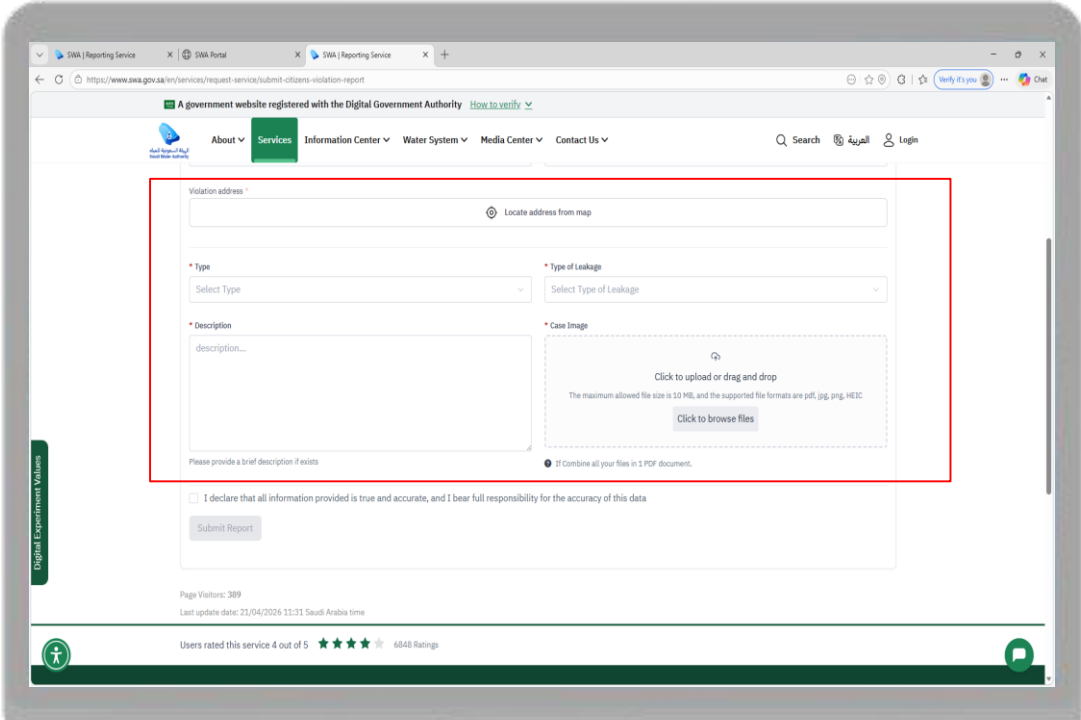
- * First Name (text input)
- * Last Name (text input)
- * National ID/IDpana (text input)
- * Phone Number (text input with a mask '05*****')
- Violation address (text input with a 'Locate address from map' button)
- * Type (dropdown menu)
- * Type of Leakage (dropdown menu)
- * Description (text area)
- * Case Image (image upload area)

A red rectangular box highlights the four personal information fields: First Name, Last Name, National ID/IDpana, and Phone Number.



Third: Steps to Access the Service

7. Fill out the electronic report form with the Violation information.



The screenshot shows a web browser displaying the SWS Reporting Service portal. The URL is <https://www.sws.gov.sa/en/services/request-service/submit-citizens-violation-report>. The page features a navigation menu with 'About', 'Services', 'Information Center', 'Water System', 'Media Center', and 'Contact Us'. A search bar and 'العربية' (Arabic) language selector are also present. The main form is titled 'Violation address' and includes the following fields:

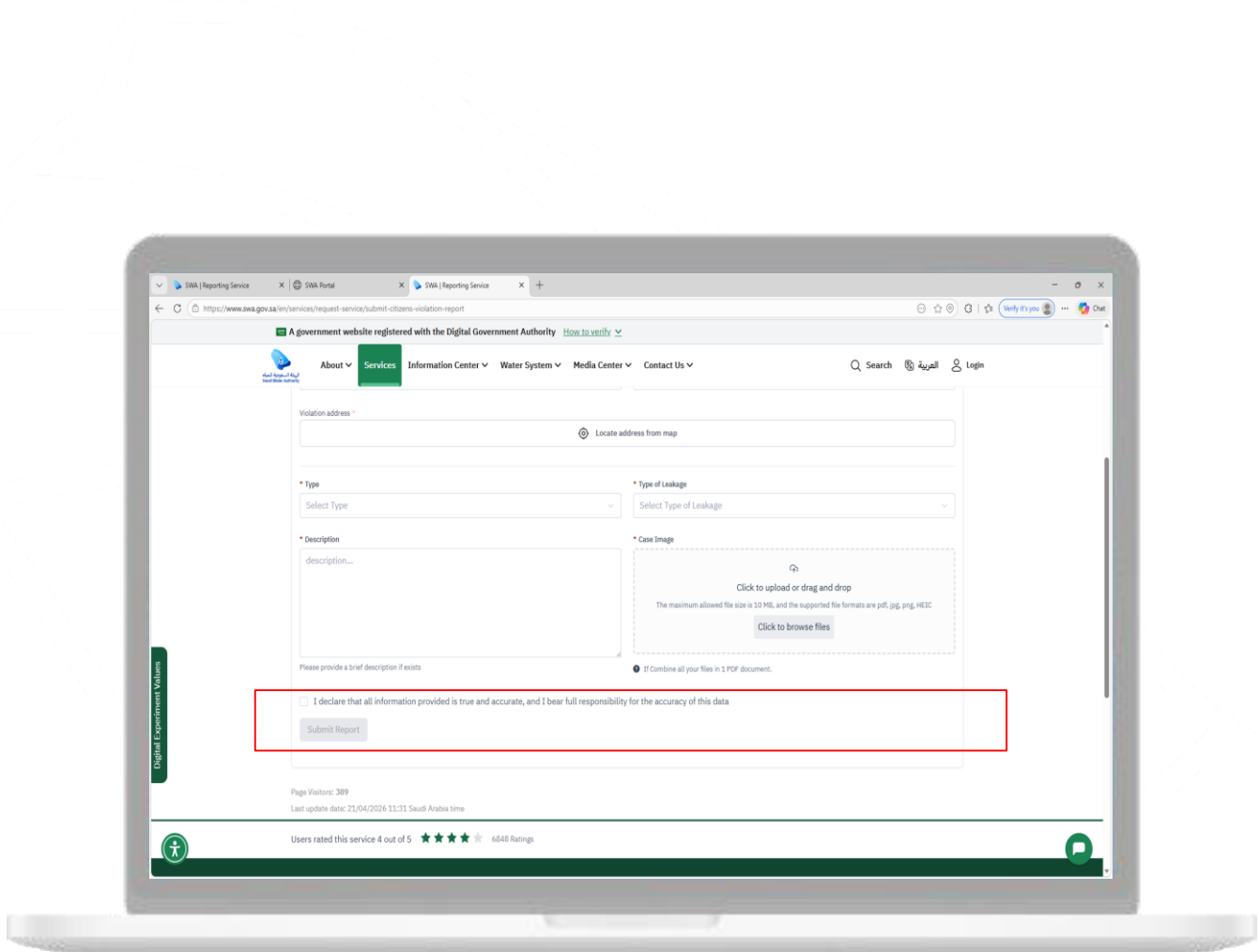
- Violation address:** A text input field with a 'Locate address from map' button.
- Type:** A dropdown menu labeled 'Select Type'.
- Type of Leakage:** A dropdown menu labeled 'Select Type of Leakage'.
- Description:** A text area labeled 'description...'. Below it, a note says 'Please provide a brief description if exists'.
- Case Image:** A dashed box for image upload with instructions: 'Click to upload or drag and drop. The maximum allowed file size is 10 MB, and the supported file formats are pdf, jpg, png, HEIC. Click to browse files'.

At the bottom of the form, there is a checkbox: 'I declare that all information provided is true and accurate, and I bear full responsibility for the accuracy of this data'. Below this is a 'Submit Report' button. A vertical banner on the left side of the form reads 'Digital Experience Values'. At the bottom of the page, it shows 'Page Visitation: 389', 'Last update date: 21/04/2026 11:31 Saudi Arabia time', and a rating section: 'Users rated this service 4 out of 5' with 5 stars and '6848 Ratings'.



Third: Steps to Access the Service

8. Acknowledge the accuracy of the entered data then click the “Submit” button to complete the report submission.



Important Notes

- Please ensure that all entered information is accurate and complete before submitting the inquiry.
- Incomplete or inaccurate information may affect the system’s ability to retrieve the report details.





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