

**Embassy of India
Riyadh

GRIEVANCE REDRESSAL MECHANISM

Mission's website <https://www.eoiriyadh.gov.in/> can be visited any time to get all information required related to consular matters.

Consular Section Staff and Community Welfare Staff have been appointed and the services are being provided in timely manner. The Mission remains in constant touch with the Indian Community and provides all facilitation and handles all problems and other complaints/grievances.

Consular matters:

(i) For redressal of consular related problems like the queries/ status enquiry of Visa/Passport/OCI, India nationals can reach us through email on email: cons.riyadh@mea.gov.in.

(ii) In case no response is received from the above mentioned IDs, please contact on : cw.riyadh@mea.gov.in

(iii) Indian nationals can contact us on telephone numbers **00-966-11-4884144/4884691/4884692** on working hours 0900 hours to 1730 hours on working days from Sunday to Thursday, except official holidays.

Community Welfare matters:

Riyadh is one of the few Missions globally which runs a 24*7 Pravasi Bharitya Sahayta Kendra. The Kendra is open to Indian community seeking assistance. The Kendra is located in the Embassy premises. On arrival of an Indian workers in the Embassy for registering their grievances, staff of Pravasi Bhartiya Sahayta Kendra meets them and registers their grievances. Thereafter, if any one wants to meet officers, Embassy Officers meet them on all the working days between 9:00 hrs to 17:30 hours from Sunday to Thursday, except Friday, Saturday and any official holidays.

In order to provide assistance to Indian nationals on Consular and labour issues, the Mission has also the following facilities:

- i. **The 24x7 Helpline:[00-966-11-4884697](tel:00-966-11-4884697)/ [00-966-542126748](tel:00-966-542126748) (Mobile with WhatsApp)** at the Embassy premises manned by officials well-versed in multiple languages, including the South

Indian languages, ensures better contact with the local community.

- ii. **Visits of Embassy Officials:** Embassy officials regularly undertake visits to various places in order to provide necessary assistance to Indian workers in distress, Indians in deportation centres, jails, etc. The Embassy officials also visit various Saudi labour officers to take up the matter with the concerned Saudi officials.
- iii. **Consular Tours:** The officials of the Embassy undertake weekly/bimonthly/Half yearly consular tours to different regions of Saudi Arabia to help the Indian community located even in far-flung areas of Saudi Arabia.

For redressal of problems of labour, jail and death registration India nationals can reach us through email on the following email IDs:

(i) Grievances related to labour issues can be addressed on the following email, labour.riyadh@mea.gov.in

(ii) Death related matter can be addressed on the following email, dr.riyadh@mea.gov.in

(iv) Cases related to jail & domestic workers can be addressed on the following email: Jail.riyadh@mea.gov.in

In case no response is received from the above mentioned IDs, please contact on : cw.riyadh@mea.gov.in

Consular Officers:

| Sr. No. | Name with Designation | Contact Number |
|---------|---|---|
| 1 | Shri. Sarata Kumar Nayak, Second Secretary (Cons) | 00-966-11-4884764 cons1.riyadh@mea.gov.in |
| 2 | Shri. Arjun Singh, Attaché (Consular) | 00-966-11-4884183 |
| 3 | Shri. Shyam Ranjan Kumar, Attaché (Passport) | 00-966-11-4884183 |

Community Welfare Officers:

| Sr. No. | Name with Designation | Contact Number |
|---------|--|---|
| 1 | Shri. Moin Akhtar, Second Secretary (Community Welfare) | 00-966-11-4884032 cw.riyadh@mea.gov.in |
| 2 | Shri. B.S. Meena, Second Secretary (Labour) | 00-966-11-4804554 labour.riyadh@mea.gov.in |
| 3. | Shri. Jasvinder Singh, Attache (CW) | 00966-11-4816348 dr.riyad@mea.gov.in |
| 4. | Shri. Rajiv Sikri, Attaché (Jail, Deportation Centre & Housemaid) | 00-966-11-4816348 Jail.riyadh@mea.gov.in |

Grievances/complaints can also be registered on MADAD portal:

Click on the link <https://madad.gov.in/AppConsular/welcomeLink>
