

**Embassy of India
CW Wing
Riyadh**

GRIEVANCE REDRESSAL MECHANISM

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

Consular Section Staff and Community Welfare Staff have been appointed and the services are being provided in a timely manner. The Mission remains in constant touch with the Indian Community and provides all facilities 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, Indian nationals can reach us through email at cons.riyadh@mea.gov.in
- (ii) In case, no response is received from the above mentioned ID please contact on cons1.riyadh@mea.gov.in
- (iii) Indian nationals can contact us on telephone numbers 00-966-11-4884144/4884691/4884692 on working hours between 0900 hours to 1730 hours on the 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 Bhartiya Sahayata Kendra (PBSK). The Kendra is open to Indian community seeking assistance. The Kendra is located in the Embassy premises. On arrival of Indian works in the Embassy for registering their grievances, staff of PBSK meets them and registers their grievances. Thereafter, if anyone wants to meet the Embassy officers, they are allowed to meet them on all the working days between 0900 hrs to 1730 hrs from Sunday to Thursday, except Friday and 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 / 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 centers, 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/monthly/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, death registration, Indian nationals can reach us through email on the following email IDs :

- (i) Grievance related to labour issues can be addressed on :
labour.riyadh@mea.gov.in
- (ii) Death related matters can be addressed on : dr.riyadh@mea.gov.in
- (iii) Cases related to jail & domestic workers can be addressed on :
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:

Sl No.	Name with Designation	Contact numbers
1	Shri Moin Akhtar, Second Secretary (Cons)	00-966-11-4884767 cons1.riyadh@mea.gov.in
2	Shri Arjun Singh, Attaché (Cons)	00-966-11-4884183
3	Shri Shyam Ranjan Kumar, Attaché (Passport)	00-966-11-4884183

Community Welfare Officers:

Sl. No.	Name with Designation	Contact numbers
1	Shri Y. Sabir, Counsellor (CW)	00-966-11-4884032 cw.riyadh@mea.gov.in
2	Shri Praveen Kumar, Second Secretary (DR)	00-966-11-4884144 dr.riyadh@mea.gov.in
3	Shri B.S. Meena, Second Secretary (Labour)	00-966-11-4804554 labour.riyadh@mea.gov.in
4	Shri Rajiv Sikri, Attaché (Jail & Deportation Center & 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>
