



# Citizen's Charter

Consular Service Hours  
Sunday to Thursday, 8:00 a.m. to 5:00 p.m., except Philippine and Saudi Holidays

## Mission

To advance the interests of the Philippines and the Filipino people in the Consulate's jurisdiction.

## Vision

We are an organization of competent, dedicated and highly motivated personnel, who devote their energies to the benefit of the Filipino people. We deliver consular services with the highest standards of professionalism and commitment. We are partners of Filipinos overseas in the pursuit of the national interest and in the promotion and protection of their rights and well-being.

We have highly responsive system, which ensures effective delivery of services. Our personnel are our greatest asset. We are committed to the personal, professional and career development of each employee. In pursuit of our goals, we strive for and live by the principles of excellence, integrity and patriotism.

## Services

- Assistance to Nationals (Police, Labor and Immigration concerns, including psycho-social counseling)
- Consular Services (issuance of passports and visa; civil registration, notarials, solemnization of marriage and other legal services)
- Labor Services (Balik-Manggagawa/OEC; contract verification)
- PAG-IBIG Services
- SSS Services
- Economic Diplomacy
- Promotion of Philippine Culture
- Fostering closer relations with the Filipino community

## Jurisdiction

PCG Jeddah covers the Western Region of the Kingdom including the following provinces and cities:

- Makkah Al-Mukarramah (Jeddah, Makkah, Rabigh, Taif)
- Madina Al-Munawwarah (Madinah, Yanbu)
- Tabuk (Tabuk, Duba)
- Assir (Abha, Khamis Mushayt, Bisha, Al Naman, Muhail)
- Al Baha (Al Baha, Buljurashi)
- Najran (Najran, Sharourah)
- Jizan

## Feedback Mechanism and Procedures for Filing Complaints

Clients may submit their comments/feedback through the suggestion boxes placed in the hallways of the Consulate.

For filing of formal complaints, no complaint against an officer or employee of the Consulate shall be given due course unless it is writing and subscribed and sworn to by the complainant. All complaints may be submitted to Administrative Office, Office of the Consul General or directly to the Human Resource Management Office (HRMO) at the Department of Foreign Affairs, Roxas Boulevard, Manila, Philippines. The complaint shall contain the following:

1. The full name and address of the complainant;
2. The full name and address of the person complained of, as well as his position and office of employment;
3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed by the officer or employee;
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any; and
5. Certification of non-forum shopping.