



Citizen's Charter

Assistance-to-Nationals Section

Assistance to First Time Walk-in Clients (all types of cases)

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SCHEDULE OF AVAILABILITY OF SERVICE

Daily except Friday and Saturday
From 8:00 a.m. to 5:00 p.m.

WHO MAY AVAIL OF THE SERVICE

- Distressed OFWs and other Filipinos (overstaying pilgrims, children with no legal status)
- Next of kin (NOK) of these Filipinos
- Employers (death of Filipino employee and other concerns)
- Concerned Filipino community leaders or members
- Other Philippine government agencies
- Media
- Non-government organizations

REQUIREMENTS

- Identity documents such as those issued by the Saudi government (IQAMA) or by the Philippines (PASSPORT, MARRIAGE CONTRACT, LICENSES, ETC.) would greatly help resolve the case.
- Certain documents may be required as deemed necessary

GENERAL PROCEDURES FOR AVAILING THE SERVICE

STEP	CLIENT	LOCATION	SERVICE PROVIDER	PERSON IN CHARGE	FEE	FORM	DURATION
1	<p>Proceed to ANS Reception A or B, depending on your case (refer to directions at the Consulate entrance and at the 2nd floor):</p> <p>Reception A - For cases involving repatriation, travel document, medical, police, detention, deportation, labor-related, harassment, rape, abuse, whereabouts, legal advice, etc.</p> <p>Reception B - For cases involving shipment of human remain and end-of-service death benefits).</p>	From Consulate entrance to 2 nd Floor	None	None	None	<ul style="list-style-type: none"> • Information at the building entrance • Signs at the 2nd Floor 	5 min.
2	Register in the logbook at the reception (name, purpose, address, signature, mobile number and date).	ANS Reception A or B (2 nd Floor)	Greet and invite the visitor to register in the logbook.	• Reception Officer	None	• Logbook	3 min.
3	Receive the folder containing the assistance forms (stapled) from the Reception Officer	ANS Reception A or B (2 nd Floor)	Provide the client with the set of assistance forms together with the necessary instructions.	• Reception Officer	None	<ul style="list-style-type: none"> • Folder containing the assistance forms (stapled): 1) Request for Assistance Form (RAF), 2) Half-page Action Reference Slip (with the Comment Stub at the bottom) 3) Case Log 	1 min.
4	Fill up the Request for Assistance Form or RAF (one of the three forms in the set).	ANS Reception A or B (2 nd Floor)	Assist client in accomplishing the RAF, if necessary since some cannot read or write because of disabilities or other reasons.	• Reception Officer	None	• Request for Assistance Form (RAF)	15 min. if all requirements are ready

5	a) Submit the assistance forms to the Reception Officer.	ANS Reception A or B (2 nd Floor)	a) Receive and review information indicated by client in the RAF. b) Prepare a copy of the RAF (for inclusion in the Daily ATN Report) and submit the original to the Assisting Vice Consul.	• Reception Officer	None	• Folder containing the assistance forms	20 min. if all requirements are ready
			c) Designate the case to the concerned case officer (indicate this in the RAF).	• Vice Consul			
	b) Provide details and other information during the interview by Case Officer. c) Provide the relevant documents (copy of iqama, passport, immigration records, etc) to the Case Officer.		d) Endorse the client together with the folder and all its contents to the Case Officer.	• Reception Officer (or Vice Consul)		• Relevant documents (copy of iqama, passport, immigration records, etc) • Case Log	
			e) Interview the client. f) Obtain the relevant documents. g) Record all actions and recommendations into the Case Log.	• Case Officer			
6	a) Receive advice or action regarding the request. b) Receive and sign the Action Reference Slip. c) Fill up the Comment Stub and drop this in the Comments and Suggestions Box. (END OF VISIT)	ANS Reception A or B (2 nd Floor)	a) Provide advice or action regarding the request. Write this on the Action Reference Slip. b) Explain to the client the process of follow up as written in the slip. Let the client sign the slip and give this to him/her. c) Instruct client to fill up the Comment Stub and drop this into the Comments and Suggestions Box.	• Case Officer	None	• Action Reference Slip with the Comment Stub (at the bottom) • Comments and Suggestions Box	15 min