

CONSULATE GENERAL OF INDIA

JEDDAH

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PRESS RELEASE

Indian Consulate launches Chatbot for its Mobile App “India in Jeddah” and Website

The Consulate General of India, Jeddah achieved another milestone in improving of delivery of its services. The “*India in Jeddah*” mobile app (available in both IOS AppStore and Play Store) as well as the website of the Consulate (cgijeddah.gov.in) are now equipped with an interactive and user-friendly bot called “**CGI Jeddah Chatbot**” easing access to information and CGI Jeddah officials. The chatbot is among the firsts with respect to Mobile Apps or Websites of Indian Embassies and Consulates around the world.

All key information regarding the services of the Consulate, including various step-by-step processes and contact details of the Consulate, are already available in the Consulate’s mobile App and website. Nevertheless, to improve the user experience, it was felt that users of the App and Website could be directly provided the information they are seeking instead of them having to browse the website/App and search the needed information.

On clicking the “*May I Help You*” icon in the home-page of cgijeddah.gov.in or the Mobile App “*India in Jeddah*”, a user-friendly chatbot will welcome the visitor and offer to choose the type of information sought - e.g. Labour, Passport, Death, Visa, Commercial and Haj. The information will be provided by the auto-response chatbot. In case more information is desired, the chatbot would re-direct to Whatsapp chat with CGI Jeddah officials. This chatbot will provide round-the-clock support and also make the communication clear and concise.

Recently, CGI Jeddah has introduced several impactful steps which have visibly improved the delivery of its services. Taking inspiration from the Prime Minister, Shri Narendra Modi’s vision of a digitally empowered India, CGI Jeddah has been making extensive use of IT and latest technologies.

The Consulate's mobile App "India in Jeddah", supported in both android and IOS, was introduced in May 2021 enabling the Consulate to extend its outreach to vast Indian community in the Western part of Saudi Arabia. All important information related to passport, visa and community welfare, including guidelines for workers, procedure to register labour complaints, labour laws of the Kingdom, and registration of Indian nationals, are provided in the Mobile App. The App has several utility features including easy navigation to the Consulate or its various passport centres in Jeddah, Tabuk, Makkah, Jazan and Abha. It also has an Emergency Dial option which will connect the user with the Consulate, 24x7, in rendering prompt services in case of any exigencies.

Introduction of virtual appointment system has made it possible for the Indian community, particularly those residing in places which are far from Jeddah, to meet the Consulate Officers online and avail various services without having to visit the Consulate. The feedback from the Indian Community about these initiatives has been enormously positive.
