



EMBASSY OF THE REPUBLIC OF THE PHILIPPINES
سفارة جمهورية الفلبين
RIYADH

Press Release
PR-014-2018

Embassy Launches Queue Management System



The QMS has resulted in significant improvements in the speed and quality of the Embassy's consular services (Riyadh, 25 January 2018) – The Philippine Embassy in Saudi Arabia inaugurated its new Queue Management System (QMS) on 25 January 2017. The inauguration ceremony was attended by the Embassy's officers and staff led by Ambassador Adnan V. Alonto, as well as members and clients from the Filipino community.

In his keynote speech, Ambassador Alonto said that the QMS is just one of the may planned innovations that the Embassy will be putting in place in order to improve deliver of public services.

“Makakaasa po kayo na hindi titigil ang embahada sa pagpapatupad ng mga inobasyon upang lalo pang mapag-ibayo ang paglilingkod sa mga kababayan natin sa Saudi Arabia,” Ambassador Alonto said.



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H.E. Ambassador Adnan Alonto leads the ribbon cutting during the inauguration of the Embassy's QMS.

The QMS is envisioned to significantly ease the flow of consular clients, eliminate long queues, prevent overcrowding and ultimately enhance the client's experience while availing of the Embassy's consular services.



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Embassy Officials led by H.E. Ambassador Adnan Alonto (third from right) together with a representative from Century Solutions, the QMS contractor.

Upon entry, clients will get a number/ticket from the QMS by simply pressing a selection on a touchscreen monitor. The client may choose from the following consular-related services:

- Passport Renewal with Appointment
- Visa Services
- Civil Registry Services
- Other Passport-related Services/ Notarials/Authentication

A network of LED monitors and an automated public address system will then alert clients when it is their turn to be served and will direct them to the proper window for their desired transaction.



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One of the clients assisted by Amb. Alonto in operating the QMS (photo by G. Alarcon)

As part of the inauguration, the Ambassador himself assisted several clients in operating the QMS.

The launch of the QMS has garnered positive reviews from several clients.

“The service is really nice. *Masyado nang* organized, at least hindi *na nagkakagulo ang mga tao*”, said Elmo Gacusan, a passport renewal applicant.



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Since its soft launch earlier in the week, the QMS has also received positive comments in social media:

 Nagdagdag si/ang **Gilbert G. Alarcon** ng 7 (na) bagong litrato — ... kasama si Adnan Alonto.
2 oras · 🧑🏻

Wow! Philippine Ambassador to Saudi Arabia Atty. Adnan V. Alonto said that the Queue Management System (QMS) is just one of the many planned innovations aimed at improving the Embassy's services to the OFWs. He said that the Embassy will not rest on its laurels and will continue to innovate its services for the benefit of the Filipino overseas workers.



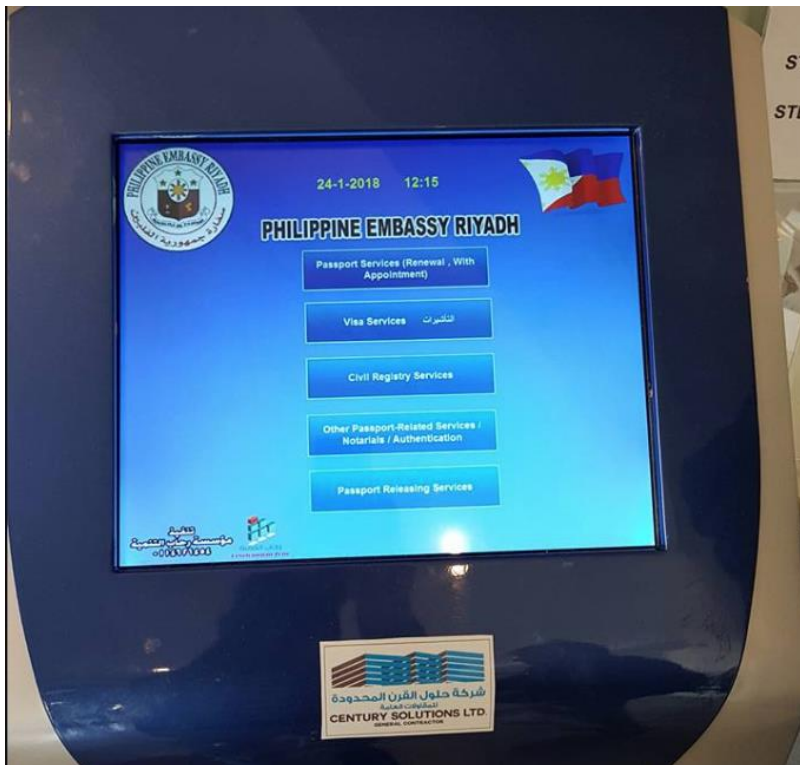
👍 Like ko ito 💬 Mag-comment

👍 🧐 🤔 Sina Von Ferrera, Adnan Alonto at ang 47 (na) iba pa

 Magsulat ng comment... 😊 📷 GIF 🗨️



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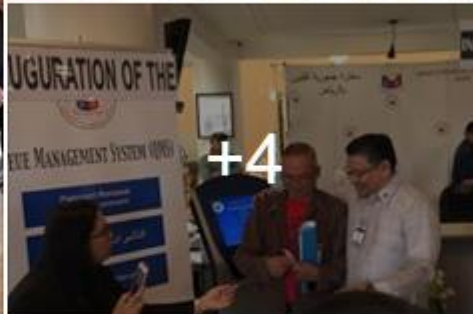


Nagdagdag si/ang **Shahani Ali Puno** ng 8 (na) bagong litrato — ...
😊 nakakaramdam na nagpapasalamat kasama si Adnan Alonto at ang 7 (na) iba pa.

4 oras · Riyadh · 🧑🧑

>Inauguration of the Queue Management System (QMS) at Philippine Embassy Riyadh..

H.E Ambassador Adnan Alonto



👍 Like ko ito

💬 Mag-comment



Sina Diane Eson, Abdurraheym Pepe Macud at ang 28 (na) iba pa



Alan Malawanda Mabuhay kayong lahat... 👍 1

Like ko ito · Mag-reply · 2h

(END)

/nlr