

Administrative Communications –
Headquarters
Issuing No.: 1/60/5189
Date: 3/3/1442 H
Attachments: None

Circular No. (63) of 2020

To: All shipping agents

Subject: Receiving complaints sent to the Saudi Ports Authority from beneficiaries

Reference to the circular issued by the Saudi Ports Authority No. (48) of 2020, regarding administrative controls for workplaces which include the necessity of providing the Saudi Ports Authority's contact information for receiving complaints, comments, and suggestions through the official channels by contacting the beneficiary service center number (920010002) and the Authority's E-mail (Mawanicare@mawani.gov.sa)

And reference to the circular No. 1/31/70/3177 dated 8/2/1441H regarding appointing liaison officer to facilitate contact between parties through E-mail to receive circulars and complaints from shipping agents.

The Saudi Ports Authority stresses the necessity of compliance with the aforementioned and to answer all the complaints sent from the Authority within (48) hours from the date of the complaint while attaching all the necessary documents.

Approved for implementation, as the regulatory procedures will be taken according to article fourteen of the regulations for shipping agents.

Vice President for Policies and Legislations

Abdulrahman bin Abdullah Alghamdi

- A photocopy to the office of His Excellency the President of the Saudi Ports Authority
- A photocopy to their Excellencies the Vice Presidents
- A photocopy to their Excellencies their Excellencies the Ports General Directors
- A photocopy to their Excellencies their Excellencies the Directors of Departments at Headquarters
- A photocopy to the Control and Inspection General Directorate