



## **Charter of Customer Service**

*The Department of Statistics (DoS) is committed to the following principles in dealing with the data customers:*

- ✓ Proving a convenient and comfortable environment in order to serve you better.
- ✓ Receiving you with interest and respect.
- ✓ Extending the service with transparency and professionalism by trained and qualified staff.
- ✓ Responding to your requests and needs in a timely manner without delay.
- ✓ Simplifying the procedures and reducing the service time with the aim to improve service quality and speed.
- ✓ Providing timely and high quality data in various forms: publications, guides, statistical data (electronic or hard copy).
- ✓ Providing the requested information through the communication channel convenient to you and in the suitable time.
- ✓ Maintaining continuous communication with you hoping to receive your contributions to improve and upgrade our services through all communication channels provided by the (DoS).

*For receiving excellent service and enhancing the mutual trust between us, please take the following remarks into consideration:*

- ✓ Mutual respect.
- ✓ Complying with the dates advised by the (DoS) for providing the required services.
- ✓ Presenting all the required documents for fulfilling your needs in time.
- ✓ Clear completion of the applications in order to provide you with the required data accurately.
- ✓ Responding to the queries of our staff members and appreciating their efforts to serve you.
- ✓ Notifying our staff members in case of any error or rectification in the relevant information in your application which hinders the processing of the same application in the right time.