

## Metal Inspection Center Customer Service Charter

The Ministry of Industry and Commerce is keen to provide high-quality and distinguished services that contribute to achieving customer confidence and satisfaction, in line with Bahrain's Economic Vision 2030 and the National Economic Strategy, and the Government Action Program for the years 2018-2022 as a balanced development program that meets the needs of the Kingdom and citizens in terms of services and investment.

In implementation of the above, the Ministry of Industry and Commerce, represented by the Metal Inspection Center at the Inspection and Metrology Directorate, aims through this charter to:

- Enhancing confidence and satisfaction towards government services and imparting a distinguished experience in dealing with various government channels.
- Introducing customers to their rights and duties.
- Continuously working on developing government services to meet the needs of customers and provide distinguished services.

### Our Employee Values:

- Meeting customers' needs: Building a distinguished relationship with customers and providing exceptional services through professional cooperation.
- Qualified employee: Full knowledge of the procedures and policies related to the services provided and dealing with customers efficiently.
- Cooperation: Working with a one team spirit to understand the needs of customers and provide the best services.
- Continuous development: Always striving to develop the necessary skills and capabilities in order to provide an outstanding experience for customers.

### Our duty towards our customers :

- Respect, appreciation and ethics of professional and friendly mannerism.
- Providing full care and a distinguished service that meets your expectations and needs



- Equality in dealing with all customers with priority given to elderly and people with disabilities.
- Punctuality and providing service as soon as possible.
- Commitment to privacy and confidentiality in dealing with your personal data.
- Providing services at convenient times and through easily accessible channels.
- Providing a qualified and excellent team to provide you with the best services.
- Providing clear information about each service and its requirements.
- Receiving complaints and observations with open-mindedly and working to resolve them as soon as possible.
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- Attentively receiving your opinions and suggestions to develop our services.

### **What we hope from you to provide an outstanding service:**

- Respect the values and principles of Bahraini society and its traditions.
- Appreciate the efforts of our employees and treat them with mutual respect.
- Provide correct and accurate data when filling out service provision forms.
- Provide all supporting documents required to receive the service accurately and properly.
- Commitment to transparency in responding to customer service team inquiries.
- Immediate notification in the event of any error during the provision of the service or a change in personal data.
- Provide opinions and suggestions to improve our services.
- Participate in surveys in order to enhance level of services.

### **Values of dealing with complaints :**

- Credibility: Dealing with customers transparently and fairly.
- Efficiency: Respond to all incoming cases without delay.
- Innovation: Innovative ideas that can be applied to address challenges to resolve complaints.

### **Contact Information**

Given the importance of your opinions and responses, we welcome all your suggestions related to enhancing the level of efficiency of services at the Metal Testing Center through the following communication channels:

Metal Inspection Center (Customer Service):





Inspection and Metrology Directorate

Official office hours: 7:30 am to 2:15 pm

Phone: 17574909

P.O.Box: 60667

Email: Metalgem@moic.gov.bh

