



## Consumer Protection Center

### Customer Service Charter

The Ministry of Industry and Commerce is committed to providing high-quality and excellent services that contribute to achieving customer trust and satisfaction, embodying Bahrain's Economic Vision 2030 and the National Economic Strategy. Accordingly, the Consumer Protection Center is committed to the following towards its customers:

#### Our Commitment to You:

- We will treat you with care, respect, and friendliness.
- You will receive exceptional and fair service.
- Our services will be provided by a competent team with the necessary expertise, skills, and education to handle supported flour transactions, promotions, discounts, and complaint resolution.
- We will provide you with the requirements of each service and its completion time, and we will respond to your requests in a timely manner without delay.
- We will reduce the number of procedures to provide you with a quick and smooth service.
- We will strive to provide the service at times and through channels that suit you as much as possible.
- We welcome your opinions and suggestions to collaborate with you in developing our services.

#### What we expect from you to provide you with exceptional service:

- Appreciate the efforts of our employees by treating them with mutual respect and appreciation.
- Provide the required supporting documents to facilitate your service as quickly as possible.
- Inform us as soon as possible of any changes in personal information.
- Respond to inquiries from the customer service team to better serve you within the specified time.

#### Feedback and Contact Information

Due to the importance of your opinions and feedback, we welcome all relevant suggestions to enhance the efficiency of our services and improve the level of service at the Customer Service Center through the following communication channels:

#### Consumer Protection Center

Official working hours: From 8:00 AM to 2:00 PM

Phone: 17007003

P.O. Box: 5479

Email: [consumer\\_protection@moic.gov.bh](mailto:consumer_protection@moic.gov.bh)