

# Customer services Charter

"We are committed to providing our customers with high quality services"

## Our commitments

- Taking care of your needs and doing our best to serve you with transparent
- Effetely downsize the steps required of our services to accomplish it in an optimal time.
- Clearly list all the required supportive documents to accomplish the transactions smoothly.
- Informing you directly about the status and any updates or needs pertaining your transactions.
- Serving you with professionalism and through a qualified team who understands you needs and gives answers to your quires.
- Receiving and answering your complaints as soon as possible.
- Considering ping your information's privacy.

## What we want from you

- Appreciating the efforts done by our staff in responding to your queries and accomplish your transactions on time.
- Having all the supporting documents to finish the transaction ready.
- Providing all required information within reasonable time.
- Informing directly about any update, change, or edit of any required information.
- Kindly offer your suggestions and comments about improving the service process.
- Proper evaluation for services to help us improving our services standards.



Sunday to Thursday



8:00 am to 3:00 pm



customerservice@opaz.gov.om



Center number: 1919

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Complaint link

<https://opaz.gov.om>