



The Hashemite Kingdom of Jordan

General Framework of the Customer Service Charter

"The government also has a vital role in enhancing the level of public services it provides, consolidating the institutionalization of public work, enriching government policies and guaranteeing their stability, according to a clear vision and a specific working plan that tackles various challenges."

His Majesty King Abdullah II ibn Al Hussein

Amman, 9 March 2013

Letter of Designation to Prime Minister Dr. Abdullah Ensour

Service Provider Commitments:

- To treat service recipient with care, courtesy and respect.
- To provide a cooperative team that is capable of answering all of service recipient's questions.
- To provide service recipient with service requirements and declare the completion time for each service.
- To respond to service recipient in a timely and professional manner.
- To simplify procedures in order to ensure smooth and quick service delivery.
- To continuously provide timely services via appropriate channels.
- To provide communication channels for complaints and suggestions and to ensure service recipient's participation in enhancing services.

Service Recipient Commitments:

- To treat employees with respect.
- To comply with service delivery regulations and venues, and not to override the rights of others.
- To provide the supporting documents required to complete a service.
- To respond in a timely manner to the employee's queries to receive a timely and efficient service.
- To immediately report to the service provider in case of errors, changes to information provided or circumstances related to the completion of service.
- To use advertised communication channels in case of grievance, complaint or query.