

# **Comments (complaints)**

## **About the Service**

Through this service, customers can submit their comments (complaints) on the services provided, the followed procedures, or any other topics related to the Ministry's competencies. The Ministry is committed to studying these comments (complaints), evaluating them, and taking appropriate measures seriously and with complete transparency, while ensuring the confidentiality of the applicant's data.

## **Service Process**

- 1. Submit the request through the Ministry's approved channels.
- 2. The comment (complaint) is entered through the National System for Customer Relations Management.
- 3. Suggestions are transferred to the competent department to study
- 4. Replying to the customer and closing the request

## **Service completion duration**

- 5 Days

## **Service channels**

MOCCA

Ministry of Climate Change & Environment Call Center

## **Service Code**

122-009-003-000