

Customer Service Level Agreement

Bahrain Post is fully committed towards providing a positive customer experience through its network of post offices and services.

This document aims to provide the highest level of service to customers by adhering to the durations listed in the below table. The time required to complete each service is determined based on experience and the actual time required to complete a service. The service durations do not take into account time lost due to incomplete documentation which are required to complete the service successfully.

Type of Service	Service	Service Duration
Postal Services	Barid Mumtaz (Express Mail) + Advice of Delivery	7 mins 30 sec
	Registered Mail + Advice of Delivery	7 mins 30 sec
	Parcels + Advice of Delivery	7 mins 30 sec
	Ordinary mail + Advice of Delivery	7 mins 30 sec
	Post Office Boxes	7 mins 30 sec
	Delivery of Postal Items	7 mins 30 sec
	Purchase of Government Paper, envelopes, and stamps	7 mins 30 sec
Non Postal Services	Passport Renewal S for People's Republic of Bangladesh residents	7 mins 30 sec
	Social Insurance Organisation Payments	7 mins 30 sec

All above indicators are 95% accurate

You may view the services guide document for more information on the required procedures and fees for each service.