

Service Level Agreement

The Small Ship Registration Office strives to provide the best services to all beneficiaries of the services, where we are keen to develop strategic plans and priorities with the aim of continuously developing and improving the services provided in line with your requirements and needs.

This document aims to provide the highest levels of service to customers at the specified times in schedule based on the type of service.

Figure	Type of service	Service name	Duration in minutes
1	Registration services For small ships and jet ski	Register New Ship / Jet ski	20
		Register Renewal	10
		Transfers	15
		Deletion of Ships / Jet ski	20
		Replacement Copy	10
		Detail Upgrading	10
		Inspection	10
		Others	10
2	Navigation Permit services	New/Renew Navigation Permit	10
		Replacement Copy	10
		Detail Upgrading	10
3	Corporate Services	New Navigation Permit (Local & International)	10
		New /Renew Minimum Safe Manning	10
		Replacement Copy	10
		Detail Upgrading	10
		Register New Ship / Jet ski	20
		Register Renewal	10
		Transfers	15
		Deletion of Ships / Jet ski	20
Others	10		
4	Tawasul	Replying to complaints and suggestions	(3 days)

You can see the service guide document for more details on the required procedures and conditions as well as service pay lists.