

Service heading: delivery of lift truck and crane services

Name: Management of executive affairs

Addressee type: conductors, visitors (pertaining to the exhibition services affairs), participants

The form of designing the service processes for respecting the clients in accordance with the Par. A of the third article of the law of promotion administrative health and opposition of corruption

Steps	Activity Description	The required timing for performing activities	The name of unit and the relative in charge person	The residency location and contact tel. No.	The required records
1	Personal presence-telephone contact	Prior to the holding of each exhibition	The trailer in front of the Tejarat Radio Station	21912322	
2	Request registration by the lift truck and crane services giver	Promptly after calling on	The trailer in front of the Tejarat Radio Station	21912322	
3	The performance of the services requested	By turns and in the expedient time and or in accordance with the requester	The trailer in front of the Tejarat Radio station	21912322	
4	Referring to the executive affairs in the case of any dispute or complaint due to the manner of giving services	Preferably in office time	Executive affairs (the unit of exhibition services affairs)	Next to hall number 27 the third floor of management of executive affairs (exhibition services affairs) 21913050-51	
5	Enquiry and problem solving according with tariff and exhibition laws and regulation and by considering the respect of the clients	In expedient time	Executive affairs (the unit of exhibition services affairs)	Next to hall number 27 the third floor of management of executive affairs (exhibition services affairs) 21913050-51	