






Public Service Charter of the Ministry of Interior

We are committed to serving you with efficiency, transparency, and respect, in a manner that enhances security, protects society, and achieves Qatar National Vision 2030.








Rights of the Service User

-  Receiving fair and excellent service.
-  Knowing the requirements and procedures of the service clearly.
-  Submitting complaints and suggestions.
-  Protecting the privacy and confidentiality of personal data.
-  Receiving the service within the specified timeframe.



Duties of the Service User

-  Providing accurate and complete information.
-  Adhering to the queuing system and respecting the priority of other visitors.
-  Complying with approved laws and procedures.
-  Treating employees with respect and following regulations during interactions.
-  Preserving public property and facilities.