

Identification Services Bureau was accredited with Complaints Management System
(ISO10002:2004)

In addition to the implementation of Quality Management System (hereinafter called ISO9001:2008), the Identification Services Bureau is devoted to improve the complaints handling process in order to optimize the quality system. The first certification on the Complaints Management System (hereinafter called ISO10002:2004) of the entire Bureau was conducted in March 2009, and the Bureau was awarded the ISO10002:2004 certificate by British Standards Institution in May 2009.

Having established a completed Complaints Management System, the Identification Services Bureau can provide channels for the citizens to express their suggestions, complaints or objections, listen to the citizens, and take timely and appropriate actions. The Bureau aims for setting up a Complaints Management System that is citizen-centric, consistent, systematic and promptly responsive to enhance the quality of external services and thus, achieve continuous improvement in own working performance.

Identification Services Bureau

21 January 2010