



Service Level Agreement (Family Reconciliation Center)

Introduction

The Family Reconciliation Center is committed to achieving customer satisfaction by providing efficient and effective services that are completed promptly, in accordance with the timeframes specified in the table below, based on the type of service, requirements and documents provided by the customer. The aforementioned timeframe does not apply if the service delivery involves third parties, such as the judiciary or other government authorities, depending on the jurisdiction.

Service Completion Levels

| | Family Reconciliation Office Services | Service Requirements | Fee | Service Processing Time | How to Submit a Request |
|---|--|---|----------------|-------------------------|--|
| 1 | Assistance in settling marital disputes | Both parties must be present in person. | No service fee | One to three sessions | The eGovernment National Portal: www.bahrain.bh |
| 2 | Drafting marital settlement agreements | Both parties must be present in person. | No service fee | One session | The eGovernment National Portal: www.bahrain.bh |
| 3 | Arbitration in cases referred from the courts | Both parties must be present in person. | No service fee | At least one session | The eGovernment National Portal: www.bahrain.bh |