

SERVICE STATEMENT

GOOD AVAILABILITY

This has always been a priority for the Registry and it is an area on which we focus continuously in order to be better

- OFFICER ON DUTY
From 7 a.m. – 12 p.m. every day except Sundays and Public Holidays
- SEARCH
Against registered new buildings / contracts regarding new buildings in Norway, as well as registered ships in NIS and NOR, can be done directly at www.nis-nor.no
- HOME PAGES
Are continuously under revision to accommodate legal amendments, wishes and feedback from the users
- FORMS
To ensure a smooth registration process, we strive to maintain all our forms so they are as clear, and explicit, as possible to avoid the wrong information is being filled in. The online forms are available both in Word and PDF format.

INTERNAL ROUTINES

Are examined regularly to ensure that the time spent in the registration process is as short as possible

- DEADLINES FOR FOLLOW-UP AND FEEDBACK
Each registration is assigned a personal Case Officer who will follow the registration process to completion.

Your Case Officer will work together with you to make the registration process as smooth, and short, as possible.

Feedback on received documents is always given in writing, preferably on the same day as received, or the next working day at the latest

The users should receive explicit and clear feedback of why the case / document has not been registered already from the initial contact
- QUICK ISSUANCE OF CERTIFICATES etc.
When needed, journal confirmations, and deletion certificates, can be issued already at the time when the document is entered into the journal of The Norwegian Ship Register. It is our aim to issue Certificates of Ownership and Encumbrances shortly after that.
- NOTIFICATION OF REGISTRATION
E-mails regarding new registrations, amendments, deletions etc. are sent daily to other public departments such as the Norwegian Maritime Directorate, Telenor, and the Directorate of Fisheries et al.

IN ORDER TO REACH OUR GOAL

Of being good at service, and quality, we depend upon feedback from our users.

Please feel free to contact us on telephone number 55 54 12 50 or send an enquiry to

post@nis-nor.no

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