



# Customer Happiness Charter

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**Ajman Chamber of Commerce and Industry**

## THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

### Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

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### Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

### One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

3

### Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

4

### Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

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### Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

6

### Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

7

### Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.

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## Promise of the UAE government for future services

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Ajman Chamber pledge to provide fast and easy smart digital services that exceed customers' expectations and meet their needs. We seek to provide the best services to make the business community happy. We also listen to all stakeholders' opinions and continuously develop our processes and services

**Human Centered Services:** Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

**Digital Services by Default:** Providing proactive digital government services to suit future lifestyle.

**One-time Data Provision:** Designing interconnected and integrated government services that request customer data only once.

**Safe Data and Guaranteed Privacy:** Protecting the data shared among government entities to keep it safe and ensure customer privacy.

**Integrated, Varied and Consistent Service Channels:** Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

**Seamless and Proactive Experience:** Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

**Listening to Customer's Voice:** Listening to the customer's voice and ensuring transparency in the evaluation results.

**Value Added Services:** Adjusting government fees to reduce costs and increase efficiency in government entities.

## **We are committed to making you happy**

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- We will treat you with respect, and honesty, and you will receive a distinguished and fair service .
- We will be honest , fair , equal and impartial in our services provided to you.
- We will deal with your needs professionally and positively and do our best to meet them.
- We will respond to any comments or complaints quickly and with high quality .
- We will deal with senior citizens and people of determination according to the highest levels of service provision.
- We will welcome your opinions and suggestions to participate with you in developing our services.
- We will provide all services with high quality and under one roof as much as possible.
- We promise to keep your data confidential and not disclose it.
- We will work to provide the service at the times and through the channels that suit you as much as possible
- We will provide you with accurate information and proper service procedures.
- Providing the environment, facilities and facilities necessary to provide you with a distinguished service with accuracy and high quality.
- We will perform continuous development of systems, procedures and services to suit your needs.
- We will make sure to inform you of the receipt of your request, and respond to it within the specified period .
- We are committed to providing distinguished services to all customers of all groups according to their needs , with a focus on groups that need special requirements, such as people of determination, senior citizens, patients, and customers who do not speak Arabic or English, and we are committed to respect cultural diversity.

## What we ask of you to provide an outstanding service

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- We kindly ask you to appreciate the efforts of our employees and treat them with mutual respect.
- Prepare the documents required in advance to complete the transaction .
- Notify us of any change in personal information or circumstances relating to the completion of the service.
- Inform us as soon as possible in the event of an error or modification in the of information .
- Respond to customer service team inquiries to serve you better and on time.
- positive and negative opinions , through suggestions , complaints and compliments , in order to be able to develop and improve the services provided to you.
- Attend the scheduled meetings on their specified dates to discuss your requirements and take your comments and opinions.
- Comply with all legal and financial requirements to benefit from the services provided to you.