



غرفة عجمان
AJMAN CHAMBER

Ajman Chamber of Commerce and Industry

services guide



2022





Ajman Chamber of Commerce and Industry
services guide
2022



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Introduction

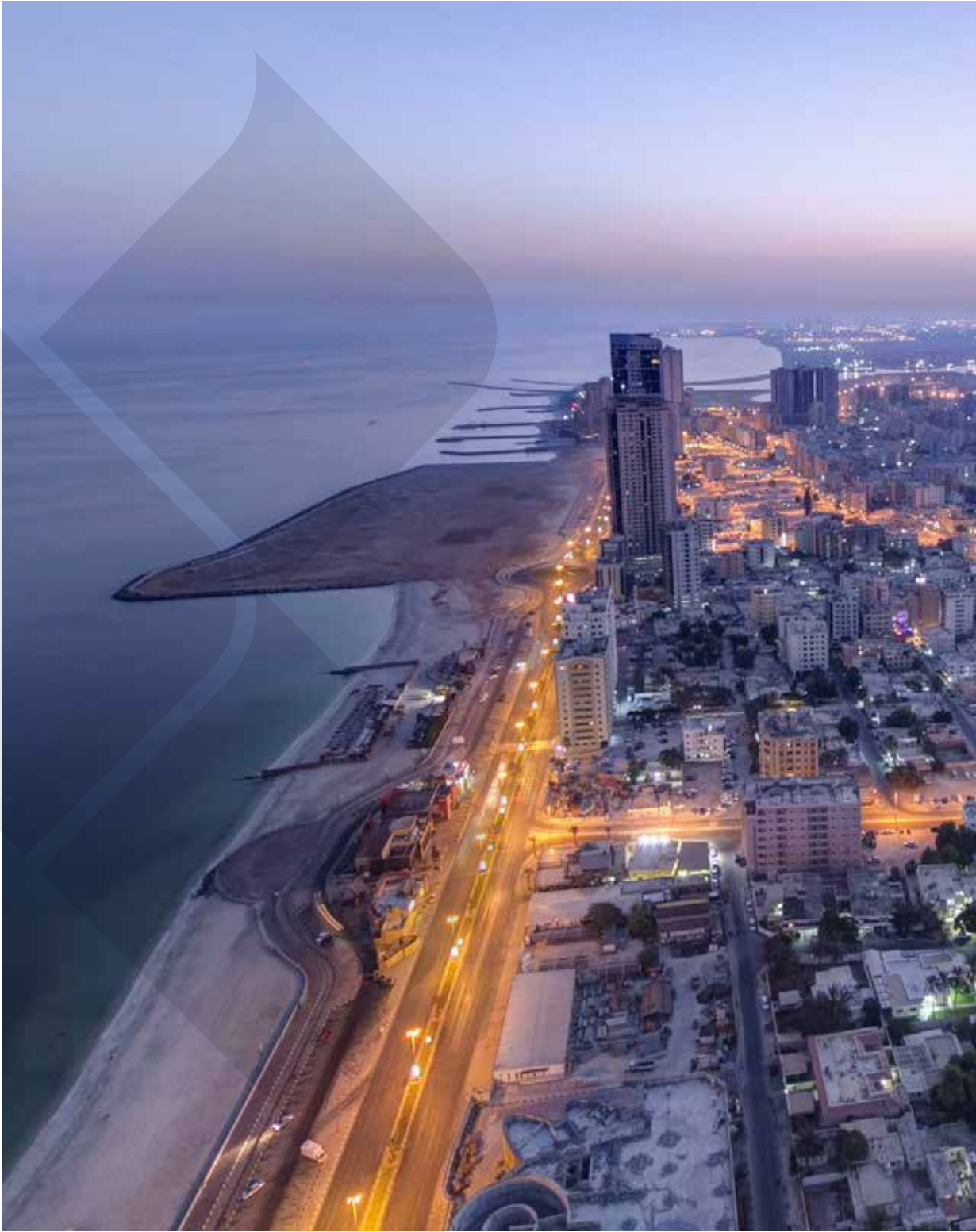
This guide has been prepared with the aim of introducing and providing

Ajman Chamber of Commerce and Industry customers with the information and mechanisms they need to ensure the completion and completion of their transactions and to answer their inquiries.

Those services that can be obtained from visiting the service center, or through the website that provides (instant chat), (receipt of the medical condition) and also to the Chamber's pages on social media

In order to reach our customers of different segments and languages, we launched in the Ajman Chamber many initiatives that included direct meetings with the Chamber's leaders at various levels and listening

To their opinions and suggestions, we also made several field visits to our economic facilities. In addition we prepared a service level agreement that is followed up on a weekly basis in order to ensure that the best services are provided to my clients, and to ensure that all services are provided According to quality and efficiency standards.

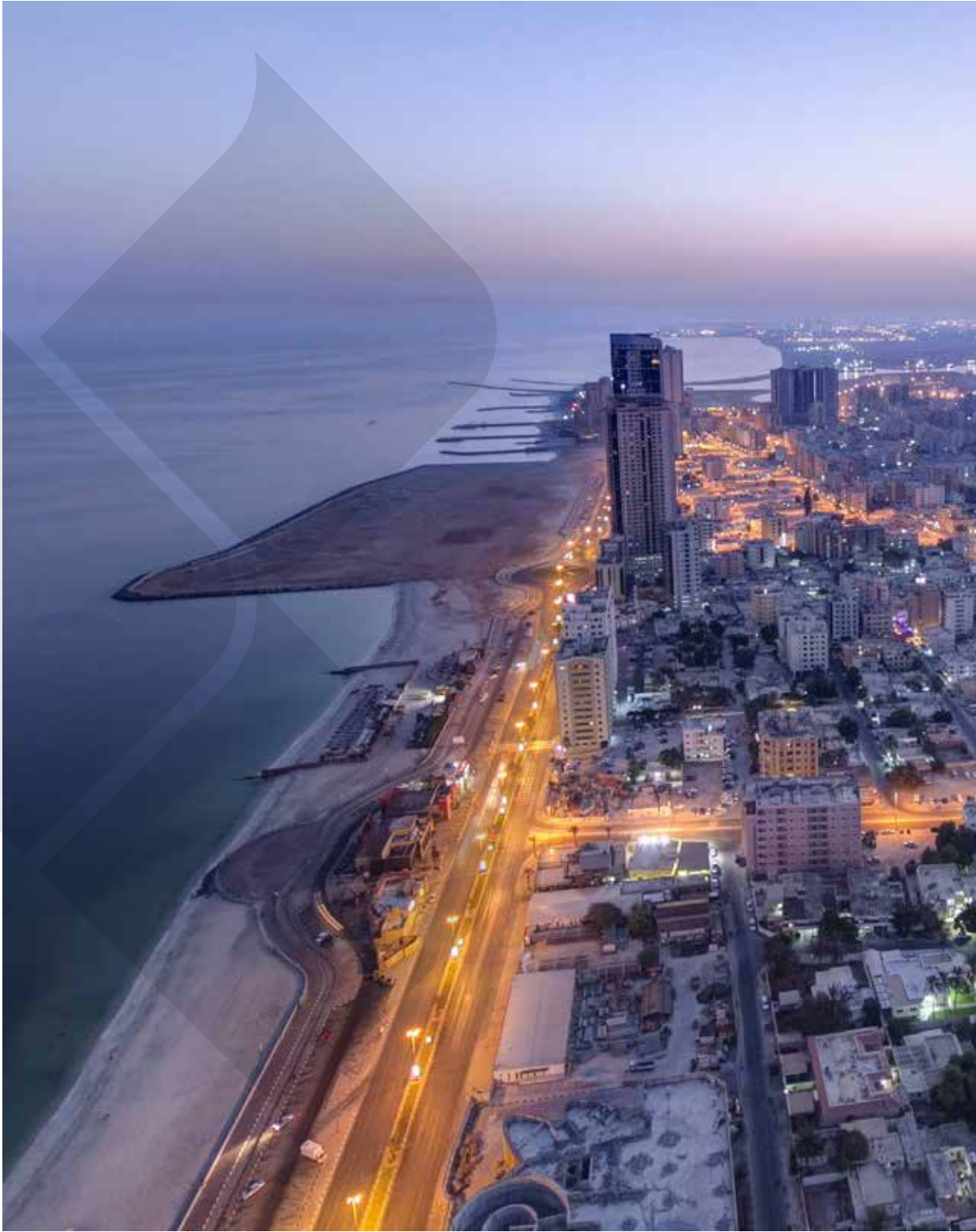


Chairman Letter



His Excellency Eng. Abdullah Al Muwaiji,
Chairman of the Ajman Chamber of
Commerce and Industry.

At the Ajman Chamber of Commerce and Industry, we believe in the importance of the availability of specialized quality information and evidence as one of the main factors in increasing the attractiveness of the business environment and enhancing the competitiveness of the emirate's economy in general. The "Ajman Chamber Services Guide" constitutes a platform to provide facilities and the business community with the Chamber's services, procedures, requirements and channels to apply for the service to benefit from, which contributes to facilitating doing business and diversifying the factors that attract foreign investments and investors.



General Manager Letter



His Excellency / Salem Al-Suwaidi
General Manager

Ajman Chamber of Commerce and Industry seeks, through the launch of the “Ajman Chamber Services Guide”, to provide a detailed information base on all the services provided by the Chamber to its members and clients of companies, factories and individuals (membership services), certificates of origin, certificates, legal services, Ajman Business Women Council services, commercial conciliation and arbitration services) The Ajman Chamber is committed to issuing and updating guides on an ongoing basis, in order to provide the business community with the latest developments in applying for services in order to With the aim of investing time and effort and ensuring business continuity and growth.



About Ajman Chamber of Commerce and Industry

Ajman Chamber of Commerce and Industry established in 1977 by an Emiri decree issued by the forgiven Sheikh Rashid bin Humaid bin Rashid Al Nuaimi, Allah willing. And he, may Allah have mercy on him, realized the role that the Chamber of Commerce can play in consolidating the economic position of the emirate, organizing work in the commercial, industrial and agricultural sectors, and spreading awareness of these sectors among all groups of society.



In 2018, His Highness Sheikh Humaid bin Rashid Al-Nuaimi, Member of the Supreme Council of the Federation and Ruler of Ajman issued Emiri Decree No. (4), regarding the reorganization of the Chamber of Commerce and Industry, and expanding its circle of competences and activities to cope with the huge economic developments and the process of digital transformation.

Ajman Chamber's strategic map

Our Vision

Achieve Global Leadership in Sustaining Growing and Futuristic Business Community

Our Mission

Represent and Advocate Business Community Interests in Ajman while Leading Awareness and Partnership Efforts to Achieve Sustainable Future Growth

Strategic Themes :

- Strategic Theme 1: Strengthening Business Community Sustainability and Growth
- Strategic Theme 2: Shaping the Future of Business Community
- Strategic Theme 3: Strengthening Enablers for Competitiveness and Pioneering

Our Goals

- Deliver proactive services that exceed customer's expectations and enhance their contribution to economic development
- Empower small and medium enterprises, upgrading them and developing their activities in a way that supports their leading role in supporting a diversified future economy
- Encourage economic establishments to adopt social responsibility, standards and requirements for sustainable development and a green economy

-
- Develop a network of renewed global economic relations that support opportunities for expansion, business development and promotion of the Emirate as an ideal destination for investment
 - Establish a participatory approach that ensures the development of agile future policies and strategies that enhance the contribution of different sectors to increasing the emirate's GDP
 - Protect commercial and industrial interests and enabling different sectors to keep pace with the rapid changes in the business environment and market dynamics
 - Enhance financial sustainability and consolidating a corporate culture based on leadership, innovation and excellence
 - Enhance the efficiency of human capital and creating a happy and stimulating work environment
 - Harness digital transformation and data management to achieve chamber's priorities and support decision-making
 - of operations and corporate performance.

Our Values

- Pioneering and Innovation
- Proactiveness and Customer Focus
- Agility and Collaboration
- Happiness & Positivity

Definition

- **Duration of service:**
This indicates the time taken to apply and receive the service
- **Guide :**
Directory of services provided by an entity to customers
- **The chamber :**
Ajman Chamber of Commerce and Industry
- **The service:**
A series of activities or operations carried out by the Chamber or other entities on its behalf in order to meet the needs and expectations of its customers in an effort to add value to the customers
- **Service structure:**
It is about defining the type of service, whether it is main or subsidiary
- **The main service:**
It is a set of services that the Chamber provides and is considered the umbrella under which the sub-services are gathered
- **Service Code:**
 - o It is an identification code consisting of letters and numbers for each service to distinguish it from other services
- **Sub-service:**
The services that join the main services according to the type of customers or the purpose of the service
- **Service name:**
The name is used to identify the service and what distinguishes it from other services

-
- **Service description:**
It is a simplified and accurate explanation of the service so that customers can understand the type and purpose of the service
 - **The Fees:**
It is the financial amount that the customer pays in return for obtaining the service
 - **The beneficiary of the service:**
It's the categories that benefit from the service provided as members of the Chamber, investors or individuals, and more than one category is indicated if necessary.
 - **Channels of service provision:**
A means of communication between customers and the department through which services are provided, for example (visiting the room's building - service delivery center / website / smart application and the new channels).
 - **The required documents :**
These are the documents that the Chamber requests from the customer to obtain the service
 - **Service Center:**
It is the headquarters through which the authorized agent receives customers and provides services
 - **Authorized agent :**
The private company or institution for which the service provision agreement is signed by the Chamber to provide its services in accordance with the controls and conditions contained in the said agreement.

Service delivery channels





The Chamber is considered one of the most important institutions that serve the private sector, as it works to represent the economic interests of establishments and individuals in this sector, with the aim of developing and enhancing their economic roles by providing various services and representing interests. For the aforementioned sector in front of government agencies, in addition to providing support and addressing any problems and difficulties it faces.

Smart and electronic channels to provide services

- Website: <https://www.ajmanchamber.ae/ar/>
- Ajman chamber APP: [Ajmanchamber](#)

traditional channels

Location	Office Hours	call Center Number	Email
Service Center (Al Malomat Center in Ajman Chamber Building)	Monday to Saturday 08:00 AM to 08:00 PM	80070	80070@ajman.ae

Services





1. Membership of Economic Establishments

Request for Membership Information of Economic Establishment

This service enables business owners who own economic license to register their membership with Ajman Chamber of Commerce and Industry to benefit from the services provided to them. Membership is registered automatically and the electronic membership certificate is received via e-mail upon obtaining an economic license from the licensing authority in Ajman.		Service description	Membership registration request for economic establishments		Service name
procedural service					Service category
None (as per the Services Integration Agreement with the licensing authority in the emirate)					Documents required to obtain the service
The time period to complete the transaction	Service delivery timings		Service channel name		Sr.
instantly	24 hours 7 days a week		Website - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/		1
instantly	24 hours 7 days a week		Smart Application - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/		2
instantly	Times of service provision at centers approved by economic licensing authorities		Centers approved by economic licensing authorities https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/		3
All centers approved by economic licensing authorities					Branches providing the service (if any)
Economic Establishments					Beneficiaries / Categories of Customers
Membership Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment mechanism	Membership Registration for economic establishments licensed by the Department of Economic Development Category One - 5500 dirhams Membership Registration for economic establishments licensed by the Department of Economic Development Category Two - 2500 dirhams Membership Registration for economic establishments licensed by the Department of Economic Development Category three - 2000 dirhams Membership Registration for economic establishments licensed by the Department of Economic Development Category four - 1000 dirhams Membership Registration for economic establishments licensed by the Department of Economic Development category five - 500 dirhams Membership Registration for economic establishments licensed by free zones category A - 1500 dirhams Membership Registration for economic establishments licensed by free zones category B - 500 dirhams		
A valid economic license issued by licensing authorities in Ajman					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			Steps to obtain the service
instantly		Registering the membership affiliation and receiving the electronic membership certificate automatically via the e-mail to customers upon obtaining an economic license from the licensing authority in the emirate.			
instantly					Total time to complete the service
Electronic Membership Certificate					Service output
contact number		E-mail			contact numbers
80070		80070@ajman.ae			

Request for Membership Renewal of Economic Establishments

This service enables business owners with economic license to amend Ajman Chamber of Commerce and Industry membership data. Membership data is automatically modified when the economic license is modified by the licensing authority in Ajman.		Service description	Request to amend membership data for economic establishments		Service name
procedural service					Service Category
None (as per the Services Integration Agreement with the licensing authority in the emirate)					Documents required to obtain the service
The time period to complete the transaction	Service delivery timings		Service channel name		Sr.
instantly	24 hours 7 days a week		Website - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.aiz.ae/ https://www.amcfz.ae/		1
instantly	24 hours 7 days a week		Smart Application - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.aiz.ae/ https://www.amcfz.ae/		2
instantly	Times of service provision at centers approved by economic licensing authorities		Centers approved by economic licensing authorities https://www.ajmanded.ae/ https://www.aiz.ae/ https://www.amcfz.ae/		3
All centers approved by economic licensing authorities					Branches providing the service (if any)
Business owners who own economic license					Beneficiaries / Categories of Customers
Membership Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment method	Amendment of membership data for economic establishments - 200 dirhams			Service fee
A valid economic license issued by licensing authorities in Ajman					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			

Request for Membership Data Amendment for Economic Establishment

This service enables customers to obtain a smart membership certificate with high security specifications		Service description	Request to issue a smart membership certificate with high security specifications		Service name
procedural service					Service category
None					Documents required to obtain the service
The time period to complete the transaction	Service delivery dates		Service channel name	NS	Channels/times to provide the service
5 minutes	24 hours 7 days a week	website	1		
5 minutes	24 hours 7 days a week	smart app	2		
5 minutes	From 7:30 am to 2:30 pm (official working days)	Ajman Chamber of Commerce and Industry - Main building -	3		
None					Branches providing the service (if any)
Ajman Chamber of Commerce and Industry members					Beneficiaries / Categories of Customers
Membership Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	100 dirhams		Service fee
Membership of Ajman Chamber of Commerce and Industry					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			Steps to obtain the service
5 minutes	Submit the application			1	
3 minutes	Review the request by the concerned department & Getting the approval			2	
2 minutes	Pay the fees & Receive a smart membership certificate with high security specifications			3	
10 minutes					Total time to complete the service
Smart membership certificate with high security specifications					Service output
contact number		E-mail			contact numbers
80070		80070@ajman.ae			

Request for Membership Cancellation of Economic Establishments

This service enables business owners who own economic license to cancel Ajman Chamber of Commerce and Industry membership. Membership is automatically canceled when the economic license is canceled by the licensing authority in Ajman.		Service description	Request to cancel the membership of economic establishments		Service name
procedural service					Service category
None (as per the Services Integration Agreement with the licensing authority in the emirate)					Documents required to obtain the service
The time period to complete the transaction		Service delivery timings	Service channel name	Sr.	
instantly		24 hours 7 days a week	Website - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	1	
instantly		24 hours 7 days a week	Smart Application - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	2	
instantly		Times of service provision at centers approved by economic licensing authorities	Centers approved by economic licensing authorities https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	3	
All centers approved by economic licensing authorities					Branches providing the service (if any)
Business owners who own economic license					Beneficiaries / Categories of Customers
Membership Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	Cancellation of membership for economic establishments - 500 dirhams		Service fee
A valid economic license issued by licensing authorities in Ajman					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			
instantly		Ajman Chamber Membership is automatically canceled upon cancellation of the economic license from the licensing authority in the Emirate.		1	Steps to obtain the service
instantly					Total time to complete the service
Cancellation of membership					Service output
contact number		E-mail			
80070		80070@ajman.ae			
					contact numbers

Request for Smart Membership Certificate Issuance with High Security Specifications

This service enables business owners who own economic license to renew their Ajman Chamber of Commerce and Industry membership to benefit from the services provided to them. Membership is renewed automatically and the electronic membership certificate is received via e-mail upon renewal of the economic license from the licensing authority in Ajman.		Service description	Request to renew membership of economic establishments	Service name
procedural service				Service category
None (as per the Services Integration Agreement with the licensing authority in the emirate)				Documents required to obtain the service
The time period to complete the transaction	Service delivery timings	Service channel name	Sr.	Channels/times to provide the service
instantly	24 hours 7 days a week	Website - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	1	
instantly	24 hours 7 days a week	Smart Application - (Licensing Authorities Link) https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	2	
instantly	Times of service provision at centers approved by economic licensing authorities	Centers approved by economic licensing authorities https://www.ajmanded.ae/ https://www.afz.ae/ https://www.amcfz.ae/	3	
All centers approved by economic licensing authorities				Branches providing the service (if any)
Economic Establishments				Beneficiaries / Categories of Customers
Membership Services Department				The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment method	Renewal of membership for economic establishments licensed by the Department of Economic Development Category One - 5500 dirhams Renewal of membership for facilities licensed by the Department of Economic Development Category Two - 2500 dirhams Renewal of membership for facilities licensed by the Department of Economic Development Category three - 2000 dirhams Renewal of membership for facilities licensed by the Department of Economic Development Category four - 1000 dirhams renewal of membership for facilities licensed by the Department of Economic Development category five - 500 dirhams renewal of membership for facilities licensed from free zones category A- 1500 dirhams renewal of membership for facilities licensed from free zones category B- 500 dirhams		Service fee
A valid economic license issued by licensing authorities in Ajman				Terms of Service
Arabic				Languages of service provision
English				
None				Connect with other services
The time taken for the procedure	Service Procedures			Steps to obtain the service
instantly	Renewing Ajman Chamber membership and receiving the electronic membership certificate automatically via e-mail upon renewal of the economic license from the licensing authority in the emirate.		1	
instantly				
Electronic Membership Certificate				Total time to complete the service
CONTACT NUMBERS		E-mail		Service output
80070		80070@ajman.ae		contact numbers

Request for Membership Information of Economic Establishment

This service enables business owners with economic license to obtain membership information of an economic establishment in Ajman for the purpose of conducting business deals		Service description	Request membership information of an economic establishment		Service name
procedural service					Service category
A letter signed by the business owner with the establishment stamp					Documents required to obtain the service
The time period to complete the transaction	Service delivery timings		Service channel name	Sr.	Channels/times to provide the service
5 minutes	24 hours 7 days a week		website	1	
5 minutes	24 hours 7 days a week		smart app	2	
5 minutes	From 7:30 am to 2:30 pm (official working days)		Ajman Chamber of Commerce and Industry - Main building -	3	
None					Branches providing the service (if any)
Business owners who own economic license					Beneficiaries / Categories of Customers
Membership Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	100 dirhams		Service fee
A valid economic license issued by licensing authorities in Ajman					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			Steps to obtain the service
5 minutes		Submit the application		1	
3 minutes		Review the request by the concerned department & Getting the approval		2	
2 minute		Pay the fees & Receive a smart membership certificate with high security specifications		3	
10 minutes					Total time to complete the service
A letter from the Chamber containing membership information of an economic establishment					Service outlet
contact number		E-mail			contact numbers
80070		80070@ajman.ae			

2. Certificates of Origin & Attestation:

Request for Certificate of Origin Issuance

This service enables members of the Ajman Chamber to issue a certificate of origin for the goods to be exported, and the issuance is in accordance with the invoice attached to the application.		Service description	Request to issue a certificate of origin		Service name
procedural service					Service category
1. The invoice for the goods issued by the company with the seal and signature of the owner of the company or the authorized person 2. The packing list (if the customer requests approval of the packing list) 3. The factory invoice (in case the goods are manufactured in the UAE) 4. The factory license (in case the goods are Manufactured in the UAE) 5. Deportation certificate from the Roads and Transport Authority or customs declaration card (in case of exporting cars)					Documents required to obtain the service
The time period to complete the transaction	Service delivery timings		Service channel name		Sr.
5 minutes	24 hours 7 days a week		website		1
5 minutes	24 hours 7 days a week		smart app		2
5 minutes	From 7:30 am to 2:30 pm (official working days)		Ajman Chamber of Commerce and Industry - Main building -		3
None					Branches providing the service (if any)
General trading companies industrial establishments					Beneficiaries / Categories of Customers
Membership services department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	AED 35 for bills between 5,000 dirhams AED 85 for bills between 5,000 until 40,000 dirhams AED 105 for bills between 40,000 until 100,000 dirhams AED 155 for bills between 100,000 until 500,000 dirhams AED 205 for bills between 500,000 until 1,000,000 dirhams AED 405 for bills between 1,000,000 until 3,000,000 dirhams AED 505 for invoices between 3,000,000 until AED 5,000,000 dirhams AED 605 for invoices exceeding 5,000,000 AED		Service fee
Membership of Ajman Chamber of Commerce and Industry					Terms of Service
Arabic					Languages of service provision
English					Relation with other services
None					
The time taken for the procedure		Service Procedures			Steps to obtain the service
5 minutes		Submit the application		1	
3 minutes		Review the request by the concerned department & Getting the approval		2	
2 minute		Pay the fees & Download the electronic certificate of origin		3	
10 minutes					Total time to complete the service
Electronic Certificate of Origin					Service output
contact number		E-mail			contact numbers
80070		80070@ajman.ae			

Request for Certificate To Whom It May Concern Issuance

This service enables customers to obtain a specific declaration from the Ajman Chamber, such as proof that the applicant has or does not have a business		Service description	Request to issue a certificate to whom it may concern		Service name
procedural service					Service category
A copy of the applicant's ID card (for non-members of the Ajman Chamber)					Documents required to obtain the service
The time period to complete the transaction		Service delivery timings	Service channel name	Sr.	Channels/times to provide the service
5 minutes		24 hours 7 days a week	website	1	
5 minutes		24 hours 7 days a week	smart app	2	
5 minutes		From 7:30 am to 2:30 pm (official working days)	Ajman Chamber of Commerce and Industry - Main building -	3	
None					Branches providing the service (if any)
Ajman Chamber of Commerce and Industry Individuals					Beneficiaries / Categories of Customers
Membership services department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	100 dirhams		Service fee
None					Terms of Service
Arabic					Languages of service provision
English					
None					relation with other services
The time taken for the procedure		Service Procedures			Steps to obtain the service
5 minutes		Submit the application and attach the required documents		1	
3 minutes		Review the request by the concerned department & Getting the approval		2	
2 minutes		Pay the fees & Download To Whom It May Concern Certificate electronically		3	
10 minutes					Total time to complete the service
Electronic certificate to whom it may concern					Service output
contact number		E-mail			contact numbers
80070		80070@ajman.ae			

Request for Attestation of Signature Verification Issuance

This service enables members of the Ajman Chamber to verify authenticity of the signatures of the authorized signatories by the chamber on the submitted documents that needs to be authenticated		Service description	Request Attestation of Signature Verification		Service name	
procedural service					Service category	
1. The document or document to be attested 2. The card of the authorized signatories 3. A copy of the National Identity card of the applicant					Documents required to obtain the service	
The time period to complete the transaction		Service delivery dates		Service channel name		Sr.
5 minutes		24 hours 7 days a week		website		1
5 minutes		24 hours 7 days a week		smart app		2
5 minutes		From 7:30 am to 2:30 pm (official working days)		Ajman Chamber of Commerce and Industry - Main building -		3
					Channels/times to provide the service	
None					Branches providing the service (if any)	
Ajman Chamber of Commerce and Industry members					Beneficiaries / Categories of Customers	
Membership services department					The department responsible for implementing the service	
Ajman smart payment platform "Ajman Pay" (AjmanPay)		Payment method	100 dirhams		Service fee	
Membership of Ajman Chamber of Commerce and Industry					Terms of Service	
Arabic					Languages of service provision	
English						
None					relation with other services	
The time taken for the procedure		Service Procedures				
5 minutes		Submit the application and attach the required documents			1	
3 minutes		Review the request by the administration & Getting the approval			2	
2 minute		Pay the fees & Download the attested document electronically			3	
10 minutes					Total time to complete the service	
Electronically certified document					Service output	
contact number		E-mail				
80070		80070@ajman.ae				contact numbers

3. Legal Services:

Request for Commercial Mediation

This service enables customers to resolve commercial disputes amicably with the help of legal advisors in the Chamber		Service description	Commercial mediation request		Service name
procedural service					Service Type
1. Fill out the service request form 2. All documents related to the dispute (contracts, invoices, any other supporting documents) 3. A copy of a valid membership certificate from UAE Chambers (in case the applicant is not a member of the Ajman Chamber of Commerce and Industry)					Documents required to obtain the service
The time period to complete the transaction		Service delivery dates	Service channel name	NS	Channels/times to provide the service
5 minutes		24 hours 7 days a week	website	1	
5 minutes		24 hours 7 days a week	smart app	2	
5 minutes		From 07:30 am to 03:30 pm (official working days)	The main building - Ajman Chamber of Commerce and Industry	3	
None					Branches providing the service (if any)
Ajman Chamber of Commerce and Industry Members					Beneficiaries / Categories of Customers
Non-members of Ajman Chamber who are business owners in the UAE (members of UAE Chambers with economic license issued in the UAE)					
Legal Services Department					The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment mechanism	1. A dispute resolution request up to 50,000 dirhams: submitted by a member against another member = 200 dirhams submitted by a non-member against a member = 400 dirhams 2. A dispute resolution request exceeding 50,000 dirhams and up to 100,000 for members and non-members = 500 dirhams 3. A dispute resolution request More than 100,000 dirhams for members and non-members = 1,000 dirhams			Service fee
A valid membership from the Ajman Chamber of Commerce and Industry A valid membership from the Emirates Chambers					Terms of Service
Arabic - English					Languages of service provision
None					relation with other services
The time taken for the procedure		Service Procedures			Steps to obtain the service
5 minutes		filling the form		1	
1 working day		Studying the application and obtaining the initial approval from the concerned department		2	
5 minutes		Pay the fees		3	
5 working days		Setting a date for the meeting with the conflicting parties to listen and discuss solutions to resolve the existing dispute		4	
20 working days		Resolving the existing conflict		5	
1 working day		Close order		6	
40 working days					Total time to complete the service
In case of dispute resolution: conciliation agreement signed by both parties (copy for both parties) In case of disagreement: an official letter to the applicant addressed to the judicial authorities stating the results of the Chamber's endeavor to resolve the dispute					Service Output
Contact Number		E-mail			contact numbers
80070		80070@ajman.ae			

4. Arbitration & Conciliation Services

Request for Arbitration Service

Commercial disputes resolution service by arbitration bodies formed for this purpose and issue final "binding" judgments for all parties.	Service description	Request for arbitration service	Service name
procedural service			Service Type
A copy of the arbitration agreement or the contract			Documents required to obtain the service
Statement of claim			
Any other documents related to the case			
National Identity Copy			
power of attorney, if any			
The time period to complete the transaction	Service delivery timings	Service channel name	Sr.
5 minutes	24 hours 7 days a week	website	1
5 minutes	24 hours 7 days a week	smart app	2
5 minutes	From 7:30 am to 3:30 pm (official working days)	Ajman Chamber of Commerce and Industry - main building	3
None			Branches providing the service (if any)
Ajman Chamber of Commerce and Industry members			Beneficiaries / Categories of Customers
Non-members of Ajman Chamber			
Ajman Center for Commercial Conciliation and Arbitration			The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment methods	Case registration fee: 500 dirhams non-refundable Administration fee: 2% of the claim amount, with a minimum of 5,000 dirhams and a maximum of 100,000 dirhams Arbitration fees: according to the schedule applicable at the time of submitting the application	Service fee
The existence of a prior written agreement between the parties stating to the Ajman Center for Commercial Conciliation and Arbitration to resolve the dispute			Terms of Service
application submission either personally or by a duly authorised representative.			
Arabic			Languages of service provision
English			
None			relation with other services
The time taken for the procedure	Service Procedures		Steps to obtain the service
10 minutes	filling the application form	1	
5 minutes	Pay the fees	2	
5 minutes	Submission of case documents	3	
1 working day	Nominate an arbitrator from each party or authorize the center to do so	4	
From 3 months to 6 months	Follow up and attend arbitration sessions	5	
1 working day	Final arbitration award	6	
1 working day	close application	7	
From 3 months to 6 months			Total time to complete the service
Receipt of the final arbitration award			Service outlet
Contact Number	E-mail		contact numbers
80070	80070@ajman.ae		

Request for Conciliation Service

The service of settling commercial disputes through conciliation by a conciliator or conciliation bodies formed for this purpose and issued final award to the parties	Service description	Conciliation Service Request	Service name
procedural service			Service Type
A copy of the conciliation agreement or the disputed contract			Documents required to obtain the service
Statement of claim			
Any other documents related to the case			
A copy of the identity document			
Power of attorney, if any			
The time period to complete the transaction	Service delivery dates	Service channel name	Sr.
5 minutes	24 hours 7 days a week	website	1
5 minutes	24 hours 7 days a week	smart app	2
5 minutes	From 7:30 am to 3:30 pm (official working days)	Ajman Chamber of Commerce and Industry - main building	3
None			Channels/times to provide the service
Ajman Chamber of Commerce and Industry members			Branches providing the service (if any)
Non-members of Ajman Chamber who are business owners in the UAE (members of UAE Chambers with economic license issued in the UAE)			
Ajman Center for Commercial Conciliation and Arbitration			Beneficiaries / Categories of Customers
The department responsible for implementing the service			
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment methods	Conciliation request fees of 500 dirhams are non-refundable, administrative fees is 3% of the disputed amount, conciliators' fees are determined for each request by the center committee according to the type of dispute and its complexity	
The existence of a prior written agreement between the parties to resort to the center to resolve the dispute			Service fee
Submission of the application by the person concerned in person or by whomever he authorizes under an official power of attorney			
Arabic			Terms of Service
English			
nothing			Languages of service provision
The time taken for the procedure			relation with other services
Service Procedures			Steps to obtain the service
10 minutes	filling the form	1	
5 minutes	Pay the fees	2	
5 minutes	Submission of case documents	3	
a work day	Naming a conciliator from each party or authorizing the center to do so	4	
From 10 working days to 60 working days	Follow-up and attend sessions before the conciliation commission	5	
a work day	sentencing	6	
a work day	close order	7	
From 10 working days to 60 working days			Total time to complete the service
Receipt of the final settlement agreement in the event that a settlement is reached, or receipt of the announcement of the termination of procedures issued by the conciliator in the event of disagreement			Service outlet
Contact Number	E-mail		contact numbers
80070	80070@ajman.ae		

Request for Registration of Arbitrator

A service provided to individuals who have experience in any commercial, financial, engineering, accounting, legal, or other technical or professional fields, to be available to those who request it from individuals and arbitration bodies	Service description	Expert registration request	Service name
procedural service			Service Type
1. Academic qualifications			Documents required to obtain the service
2. Curriculum Vitae			
3. Certificates of scientific experience, training, professional memberships, etc. (if any) related to the field of expertise			
4. A copy of the identity document			
5. Criminal status investigation certificate (good conduct)			
6. Passport size photograph			
7. Any other relevant documents or certificates that prove the applicant's experiences in the field of arbitration			
The time period to complete the transaction	Service delivery dates	Service channel name	Sr.
5 minutes	24 hours 7 days a week	website	1
5 minutes	24 hours 7 days a week	smart app	2
5 minutes	From 07:30 am to 03:30 pm (official working days)	The main building - Ajman Chamber of Commerce and Industry	3
None			Branches providing the service (if any)
Individuals (lawyers - real estate - accountants)			Beneficiaries / Categories of Customers
Ajman Center for Commercial Conciliation and Arbitration			The department responsible for implementing the service
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment methods	300 dirhams	Service fee
The age of the applicant for registration shall not be less than thirty years.			
He shall be of good reputation and of good conduct, enjoying his full civil and commercial capacity.			
To have an appropriate university qualification in the field for which he is applying.			
He shall not have been convicted of a criminal penalty, a crime against honor, or a judgment of bankruptcy.			
Arabic			Languages of service provision
English			
None			relation with other services
The time taken for the procedure	Service Procedures		
10 minutes	filling the form		1
20 working days	Study the application and obtain the initial approval from the competent department		2
30 minutes	Attending the personal interview in front of the center committee		3
1 work day	Taking the oath before the committee		4
1 work day	Pay the registration fees and complete the registration file		5
1 work day	Receipt of the affiliation certificate for the experts' registration		6
1 work day	Close order		7
25 working days			Total time to complete the service
Affidavit of affiliation with experts			Service outlet
Contact Number	E-mail		
80070	80070@ajman.ae		
contact numbers			

Request for Registration of Expert

A service provided to individuals who have good experience in arbitration and dispute resolution, or in any commercial, financial, engineering, accounting, legal or other technical or professional field, to be available to those who request it from individuals and arbitration bodies		Service description	Arbitrated registration request	Service name	
procedural service				Service Type	
1. Academic qualifications				Documents required to obtain the service	
2. Biography					
3. Certificates of scientific experience, training, professional memberships, etc. (if any) related to the field of expertise					
4. A copy of the identity document					
5. Certificate of criminal investigation (good conduct)					
6. A passport size photograph					
7. Any other relevant documents or certificates that prove the applicant's experiences in the field of arbitration					
The time period to complete the transaction	Service delivery dates	Service channel name	Sr.	Channels/times to provide the service	
5 minutes	24 hours 7 days a week	website	1		
5 minutes	24 hours 7 days a week	smart app	2		
5 minutes	From 7:30 am to 3:30 pm (official working days)	The main building - Ajman Chamber of Commerce and Industry	3		
None				Branches providing the service (if any)	
Individuals (lawyers - real estate - accountants)				Beneficiaries / Categories of Customers	
Ajman Center for Commercial Conciliation and Arbitration				The department responsible for implementing the service	
Ajman smart payment platform "Ajman Pay" (AjmanPay)	Payment methods	600 dirhams		Service fee	
The age of the applicant for registration shall not be less than thirty Gregorian years.					Terms of Service
He shall be of good reputation and of good conduct, enjoying his full civil and commercial capacity.					
To have an appropriate university qualification in the field for which he is applying.					
He shall not have been convicted of a criminal penalty, a crime against honor, or a judgment of bankruptcy.					
To be well versed in local and international contracts, legal principles and laws related to arbitration					
Not to be prohibited from engaging in arbitration legally or by judicial ruling					Languages of service provision
Arabic					
English					
None					relation with other services
The time taken for the procedure	Service Procedures				Steps to obtain the service
10 minutes	filling the form			1	
20 working days	Study the application and obtain the initial approval from the competent department			2	
30 minutes	Attending the personal interview in front of the center committee			3	
1 working day	Taking the oath before the committee			4	
1 working day	Pay the registration fees and complete the registration file			5	
1 working day	Receipt of the affidavit of affiliation with the arbitrators' list			6	
1 working day	Close order			7	
25 working days					Total time to complete the service
Affidavit of affiliation with the arbitrators' list					Service outlet
Contact Number	E-mail				contact numbers
80070	80070@ajman.ae				



5. Ajman Business Women Council Services:

Request for Approval to Issue New Bidayat License

Service name	Request for Approval to Issue a Bidayat License	Service description	This service enables women to obtain approval to issue a Bidayat license, which is a home economic license exempt from fees for a period of three years, issued to women who are UAE nationals, in coordination and cooperation between the Ajman Business Women Council and the Department of Economic Development	
Service category	procedural service			
Documents required to obtain the service	Applicant Photograph A copy of a valid passport (including the first page and the unified number page) A copy of the family book A copy of a valid ID (front and back photo) A copy of the home ownership and Makani Numbe			
Channels/times to provide the service	Sr.	Service channel name	Service delivery dates	The time period to complete the transaction
	1	website	24 hours 7 days a week	5 minutes
	2	smart app	24 hours 7 days a week	5 minutes
	3	Ajman Center for Entrepreneurship of the Ajman Chamber of Commerce and Industry	From 8:00 am to 2:00 pm (official working days)	5 minutes
Branches providing the service (if any)	None			
Beneficiaries / Categories of Customers	UAE National Women			
The department responsible for implementing the service	Ajman Business Women Council			
Service fee	AED 1000 (Service Fees)	Payment method	Ajman smart payment platform "Ajman Pay" (AjmanPay)	
Terms of Service	To be a citizen of the UAE and residing in the Emirate of Ajman, and the age of 21 years and above. The ownership of the house should be in the name of the owner of the license or in the name of a first-degree relative			
Languages of service provision	Arabic Only			
relation with other services	Issuance of an economic license from the Department of Economic Development			
Steps to obtain the service	Service Procedures		The time taken for the procedure	
	1	Submit the application and attach the required documents	5 minutes	
	2	Review the request by the administration	30 minutes	
	3	Getting the approval	1 Hour to 3 Days	
	4	Pay the fees	1 minute	
	5	Receive the approval letter	1 minute	
	6	close order	1 minute	
Total time to complete the service	40 minutes to 3 Days			
Service output	Approval Letter to Issue Bidayat License			
contact numbers	E-mail		contact number	
	80070@ajman.ae		80070	

Request for Approval to Amend Bidayat License

Service name	Request for Approval to Amend Bidayat license	Service description	This service enables women to obtain approval to Amend the Bidayat license. (such as changing the trade name, adding an activity, or adding a partner). It is a home economic license exempt from fees for a period of three years. It is issued to UAE national women, in coordination and cooperation between Ajman Business Women Council and the Department of Economic Development.	
Service category	procedural service			
Documents required to obtain the service	A copy of a valid Bidayat license			
Channels/times to provide the service	Sr.	Service channel name	Service delivery dates	The time period to complete the transaction
	1	website	24 hours 7 days a week	5 minutes
	2	smart app	24 hours 7 days a week	5 minutes
	3	Ajman Center for Entrepreneurship of the Ajman Chamber of Commerce and Industry	From 8:00 am to 2:00 pm (official working days)	5 minutes
Branches providing the service (if any)	None			
Beneficiaries / Categories of Customers	UAE National Women			
The department responsible for implementing the service	Ajman Business Women Council			
Service fee	500 AED	Payment method	Ajman smart payment platform "Ajman Pay" (AjmanPay)	
Terms of Service	A Valid Bidayat License			
Languages of service provision	Arabic Only			
relation with other services	Amend Bidayat license from the Department of Economic Development in Ajman			
Steps to obtain the service	Service Procedures		The time taken for the procedure	
	1	Submit the application and attach the required documents	5 minutes	
	2	Review the request by the administration	30 minutes	
	3	Getting the approval	1 minute	
	4	Pay the fees	1 minute	
	5	Receive the approval letter	1 minute	
	6	close order	1 minute	
Total time to complete the service	40 minutes			
Service output	Approval Letter to Amend Bidayat License			
contact numbers	E-mail		contact number	
	80070@ajman.ae		80070	

Request for Approval to Cancel Bidayat License

Service name	Request for Approval to Cancel Bidayat license		Service description	This service enables the owner of Bidayat license to obtain approval to cancel the license
Service category	procedural service			
Documents required to obtain the service	A copy of the Bidayat license			
Channels/times to provide the service	Sr.	Service channel name	Service delivery dates	The time period to complete the transaction
	1	website	24 hours 7 days a week	5 minutes
	2	smart app	24 hours 7 days a week	5 minutes
	3	Ajman Center for Entrepreneurship of the Ajman Chamber of Commerce and Industry	From 8:00 am to 2:00 pm (official working days)	5 minutes
Branches providing the service (if any)	None			
Beneficiaries / Categories of Customers	UAE National Women			
The department responsible for implementing the service	Ajman Business Women Council			
Service fee	AED 100	Payment method	Ajman smart payment platform "Ajman Pay" (AjmanPay)	
Terms of Service	A Valid / Expired Bidayat License			
Languages of service provision	Arabic Only			
relation with other services	Cancel Bidayat license from the Department of Economic Development in Ajman			
Steps to obtain the service	Service Procedures			The time taken for the procedure
	1	Submit the application and attach the required documents		5 minutes
	2	Review the request by the administration		30 minutes
	3	Getting the approval		1 minute
	4	Pay the fees		1 minute
	5	Receive the approval letter		1 minute
	6	close order		1 minute
Total time to complete the service	40 minutes			
Service output	Approval Letter to Cancel Bidayat License			
contact numbers	E-mail			contact number
	80070@ajman.ae			80070

Request for Membership Registration of Ajman Business Women Council

Request for Registration of Membership with the Ajman Business women Council		Service description	This service enables citizens and residents to obtain membership in the Ajman Business Women Council to benefit from the services and programs provided by the council
procedural service			
<p>For UAE National Woman: a copy of a valid passport (including the first page and the unified number page)</p> <p>For UAE Resident Woman: a copy of a valid passport and residence</p> <p>A copy of the Bidayat license / a copy of a valid commercial or home license issued by any emirate in the country (Golden Membership)</p> <p>A copy of a valid ID (Silver membership)</p>			
Sr.	Service channel name	Service delivery dates	The time period to complete the transaction
1	website	24 hours 7 days a week	5 minutes
2	smart app	24 hours 7 days a week	5 minutes
3	Ajman Center for Entrepreneurship of the Ajman Chamber of Commerce and Industry	From 8:00 am to 2:00 pm (official working days)	5 minutes
None			
UAE National Women UAE Resident Women			
Ajman Business Women Council			
AED 500 - for Gold membership (for home and commercial licenses) AED 250 - for Silver membership		Payment method	Ajman smart payment platform "Ajman Pay" (AjmanPay)
<p>The owner of a Bidayat start-up license / a Businesswoman who has a valid commercial or home license issued by any emirate in the country (Golden Membership)</p> <p>A woman from the age of 21 years (silver membership / does not support any economic activity)</p>			
Arabic Only			
None			
Service Procedures		The time taken for the procedure	
1	Submit the application and attach the required documents	5 minutes	
2	Review the request by the administration	30 minutes	
3	Getting the approval	1 minute	
4	Pay the fees	1 minute	
5	Receive the approval letter	1 minute	
6	close order	1 minute	
40 minutes			
Ajman Business Women Council Membership Card			
E-mail		contact number	
80070@ajman.ae		80070	

Request for Membership Renewal of Ajman Business Women Council

Service name	Request for Renewing Membership of Ajman Business Women Council		Service description	This service enables citizens and residents to renew their membership with the Ajman Business Women Council to benefit from the services and programs provided by the council.
Service category	procedural service			
Documents required to obtain the service	For UAE National Woman: a copy of a valid passport (including the first page and the unified number page) For UAE Resident Woman: a copy of a valid passport and residence A copy of the Bidayat license / a copy of a valid commercial or home license issued by any emirate in the country (Golden Membership) A copy of a valid ID (Silver membership)			
Channels/times to provide the service	Sr.	Service channel name	Service delivery dates	The time period to complete the transaction
	1	website	24 hours 7 days a week	5 minutes
	2	smart app	24 hours 7 days a week	5 minutes
	3	Ajman Center for Entrepreneurship of the Ajman Chamber of Commerce and Industry	From 8:00 am to 2:00 pm (official working days)	5 minutes
Branches providing the service (if any)	None			
Beneficiaries / Categories of Customers	UAE National Women UAE Resident Women			
The department responsible for implementing the service	Ajman Business Women Council			
Service fee	AED 500 - for Gold membership (for home and commercial licenses) AED 250 - for Silver membership		Payment method	Ajman smart payment platform "Ajman Pay" (AjmanPay)
Terms of Service	The owner of a Bidayat start-up license / a Businesswoman who has a valid commercial or home license issued by any emirate in the country (Golden Membership) A woman from the age of 21 years (silver membership / does not support any economic activity)			
Languages of service provision	Arabic Only			
relation with other services	None			
Steps to obtain the service	Service Procedures			The time taken for the procedure
	1	Submit the application and attach the required documents		5 minutes
	2	Review the request by the administration		30 minutes
	3	Getting the approval		1 minute
	4	Pay the fees		1 minute
	5	Receive the approval letter		1 minute
	6	close order		1 minute
Total time to complete the service	40 minutes			
Service output	Ajman Business Women Council Membership Card			
contact numbers	E-mail			contact number
	80070@ajman.ae			80070













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