



Customer Service Charter

The Charter aims to set and explain the responsibility of the Customer Service Employee and the customer to provide and improve a quality service to customers. Government departments should use the Charter and place it in the Customer Service Centers.

The Values of Customer Service Staff

We are committed to achieve excellence through continuous improvement of service. To do so, we are guided by our core values and excellent service standards to meet the changing needs of our customers. These values and standards are:

1- Customer-focused Service

I do my best to treat the customer as he expects, with dignity, respect and fairness, while trying to develop and strengthen relationships through a unique service.

2- Credibility and Empowerment

I am well aware of my role in the organization I represent and happy to serve customers. I seek to continuously develop my capabilities to meet the needs of customers, and I am keen on dealing with them very clearly and transparently and giving accurate information.

3- Cooperation and Teamwork

I always try to explore opportunities to support my colleagues and help adopting and developing a work environment that induces teamwork to meet the customer's needs in a record time.

4- Continuous Improvement

I do my best to encourage, support and explore opportunities to enhance the customer's experience.

What You Expect from Us:

Courtesy

- We treat you with kindness, respect and a smile
- We deal privately with any problem that may happen with the Customer Service Team

Information

- We render our services through a cooperative, discreet team that knows and understands your needs and can answer your questions.

Response

- We endeavor to answer all your inquiries in a timely manner.
- We provide you with the requirements of each service and when can it be completed.
- We facilitate your communication with us and respond to your feedback on our services in



a timely manner and without delay

Reliability

- We focus on providing quality services in an effective, systematic and transparent manner.

Convenience

- Whenever possible, we try to provide services at the times and through the channels that suits you.
- We minimize procedures to provide a quick and streamlined service

Quality

- We endeavor to provide excellent, quality services that enriches the quality of life

What We Expect From You

- To appreciate the efforts of our employees and deal them with mutual respect
- To prepare all required documents so we can provide you with a fast service.
- To notify us immediately of any mistakes that may come from us or from you while rendering the service.
- To notify us of any changes on your personal information related to the service.
- To readily answer all the inquiries of our customer service staff so they can provide you with a distinguished service.

Measuring Success

The government of Abu Dhabi is continuously seeking to enhance the customer experience by setting and implementing an interactive or proactive approach in providing and managing service. This is done through by continuously monitoring the services provided to make sure they comply with the standards set in this Charter and optimally meet expectations.

Feedback and Contact Information

As your comments and opinions are very important, we welcome all your suggestions on how to enhance and improve the services of the government of Abu Dhabi through the Abu Dhabi Government Call Center.

