



Customer Happiness Charter



The Customer Happiness Charter is a promise and approach through which we at Ajman Chamber commit to developing our services and initiatives to achieve our strategic goals in line with Ajman Vision 2030, and facilitating the practice of business to meet and exceed customer expectations and increase satisfaction and trust levels. The Charter is intended to support of the Chamber's mission of empowering the business community and providing an environment that enhances the practice of economic activities and achieves the highest levels of prosperity and sustainable economic diversification. In this charter, our customers will be the basis of success and the first contributor to developing services, achieving proactivity and anticipating the future

H.E. Salem Al Suwaidi
Director General

The UAE Government Charter for Future Service

Ajman Chamber pledges to provide fast and easy smart digital services that exceed customers' expectations and meet their needs. It seeks to make the business community happy by providing the best services, and listening to the opinions and feedback of all stakeholders to continuously promote our services and operations.

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 for 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.

Customer 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 pledge to make you happy

We will ensure that our provided services are distinguished and characterized by care, respect and cheerfulness, to ensure a positive customer experience.

- We will be completely honest, fair and impartial when providing our services.
- We will deal with your needs professionally and positively and do our best to meet them.
- We are committed to providing distinguished services to all customers by focusing on special groups, such as people of determination and old citizens, while respecting cultural diversity.
- We will work to provide our service through convenient channels through one-stop shop as much as possible.
- We will respond to any feedback or complaints as quickly and with high quality.
- We will welcome your opinions and suggestions in order to share the development of our service.
- We pledge to keep your data confidential and not disclose it to any third party.
- We will provide services at times and channels that suit you, while ensuring accurate information and proper procedures.
- We will provide the environment, means, and facilities necessary to provide you with a distinguished service with accuracy and high quality.
- We will continuously develop systems, procedures and services to meet your needs.
- We will make sure to inform you of the receipt of your request, and respond to it within the specified period.

What we wish from you for providing distinct services

- Appreciating our employees' efforts in serving you and treating them with mutual respect.
- Preparing your documents required in advance to help complete the process.
- Letting us know of any change in your personal information or conditions related to the completion of service.
- Informing us with any errors or modifications in the information as soon as possible.
- Responding to customer service team inquiries to help serve you in a timely manner.
- Providing your positive and negative opinions, whether through suggestions or complaints, to be able to develop and improve the services provided to you.
- Attending the scheduled meetings on their specified dates to discuss your requirements and consider your feedback and opinions.
- Complying with all legal and financial requirements to benefit from the services provided to you.

The mechanism of dealing with complaints:

Receiving complaints: Complaints are received from customers through various communication channels.

Recording and documenting complaints: Complaints are recorded and documented in a complaint register to ensure that they are followed up effectively.

Processing and solving complaints: Competent authorities analyze complaints and take appropriate measures to solve them.

Follow-up: Complaints are followed up to ensure customers are satisfied with the provided solutions.

Closing the case and conducting a survey: After resolving the complaint, the case will be closed and the customer will be surveyed on his/her experience for improving future services

The mechanism of dealing with suggestions:

- Receiving and documenting a suggestion.
- Notifying the customer and thank him/her.
- Reviewing and classifying the suggestion.
- Referring the suggestion to the relevant department.
- Honoring the providers of outstanding suggestions.

Communication Channels:

Official working hours: From 7:30 AM to 3:30 PM.

Tel: 80070

Email: info@ajmanchamber.ae

Website: www.ajmanchamber.ae

Play Store:



App Store:



Eshaar

