بلدية دبي
Dubai Municipality

Charter of Customer Happiness

Dubai Municipality is committed to provide excellentt smart, high-level and advanced services to achieve happiness of customers that exceeds their expectations and contribute to build a A pioneering municipality for a global city

Positive customer
happy to receive the service

- Provide opinions and comments about our services and attend forums
- Provide supporting documents required to complete the service
- Comply with the laws requirements & instructions of Dubai Municipality
- Report any wrong practices in areas related to Dubai Municipality
- Cooperate with the employee carrying out your service
- Visit the service sites according to the announced working hours and using the smart applications of Dubai Municipality
- Answer the queries of the counter staff to serve you better within the specified time
- Pledge to abide by the conditional precautionary measures in the government entity on all communication channels
- Contributing to the development of our services through your opinions, feedback, and suggestions via the designated channels and through customer communication programs
- Notify us as soon as possible in the event of a change in personal information or data related to the completion of the service

Proud employee
happy to serve

- Continuous development of Dubai Municipality services in line with customers' expectations
- We are committed to apply precautionary measures to ensure the safety of customers on all channels
- Confidentiality and honesty in the information provided by you
- Commitment to integrity when taking any decision or action related to customers
- Take all necessary measures to achieve customer happiness and meet their needs in accordance with the results of the customer happiness study
- Saving customers' time through smart and fast e-services through the channels that suit you
- Welcoming your opinions and suggestions to develop excellent services that meet your needs and exceed your expectations
- Respond to customers' inquiries and complaints as per the announced times
- Implementing the strategic objectives related to the Municipality's customers and involving them in the process of developing and implementing these objectives
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- Guiding customers and assisting them in getting acquainted with Dubai Municipality services and obtaining them with the desired speed and quality
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- Develop and qualify the Municipality's employees on the basics and skills of excellence in serving customers and dealing with People of Determination and senior citizens
- Implementing standards of ethical behavior and distinguished service for customers on all service delivery and communication channels including traditional channels, social media channels and digital channels
- Commitment to the highest levels in providing services to People of Determination and senior citizens by offering all communication options that suit their needs on all service delivery channels

Department dedicated to satisfying customers

WhatsApp	DM Mobile App	Customer Happiness Centers
800 900		
24/7	24/7	

If you feel any shortcoming in our fulfillment of the obligations contained in the Customer Happiness Charter, please contact us immediately through the available communication channels. The subject will be studied and any obstacles found will be resolved in a way that contributes to enhancing your satisfaction and happiness and in accordance with relevant laws and legislations. You can contact us through:

- Call Center: **800 900**
- Website: **https://www.dm.gov.ae**
- Email: **info@dm.gov.ae**
- Payment methods approved by Dubai Municipality: **https://www.dm.gov.ae/easy-payments**
  The unified interactive platform between Dubai Government and its customers:
- **http//04.gov.ae/**
  (Suggest – Complain – comment)
- P.O. Box: **67**, Dubai, United Arab Emirates
- WhatsApp: **800900**

International ISO Certification Codes: 10001:2018/10002:2018/10003:2018/10004:2018

The International Customer Experience Standard: ICXS:2019

Vision A pioneering municipality for a global city

Mission Plan, run, and ensure the city's sustainability through providing pioneering municipal services to support people's happiness and achieve Dubai's vision