



UNITED ARAB EMIRATES
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Customer Charter

The Ministry of Climate Change & Environment is keen to achieve excellence in service provision that not only attains your satisfaction but also exceeds your expectations

OUR COMMITMENT TO YOU

- We will treat you with courtesy, respect and a smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with the requirements, expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and quality service
- We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

YOUR COMMITMENT TO US

- Appreciate efforts of the staff members at your service and treat them with respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided or in case of error
- Immediately inform us of any changes that may affect service provision
- Respond in a timely manner to queries of staff to ensure timely and quality service

CUSTOMER FEEDBACK AND SUGGESTION

Customer Service Center(s)	Working hours	Phone	Mail Box
Dubai Customer Service Center	7:30 - 2:30 Sunday - Thursday	8003050	P.O. Box 1509, Dubai
Abu Dhabi Customer Service Center	7:30 - 2:30 Sunday - Thursday		E-mail
Ras Al Khaimah - Customer Service	7:30 - 2:30 Sunday - Thursday		info@moccae.gov.ae
Fujairah - Customer Service	7:30 - 2:30 Sunday - Thursday		
Al Dhaid - Customer Service	7:30 - 2:30 Sunday - Thursday		

“ Our commitment & priority is to please the customers with the best quality service ”



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www.moccae.gov.ae

Dr. Thani Ahmed Al Zeyoudi
Minister of Climate Change & Environment

Feedback Gateway: mygov.ae