

# THE CUSTOMER'S JOURNEY TO OBTAIN SERVICES OF THE MINISTRY OF CLIMATE CHANGE AND ENVIRONMENT



## AWARENESS

Through awareness campaigns about services & text message reminders



## INSPECTION & PREPARATION

Get service information through various channels to apply for & inquire about MoCCA services that are mentioned below\*



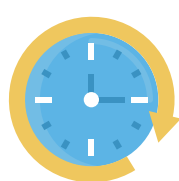
## CLIENT'S ACCESS TO THE MINISTRY

Through various channels to apply for & inquire about MoCCA services that are mentioned below\*



## INQUIRY AND INFORMATION

Get service information through various channels to apply for & inquire about MoCCA services that are mentioned below\*



## WAITING



## GET THE SERVICE



## COMMUNICATION AND FOLLOW-UP

Communicates with the customer through text messages to inform him of the updates in his application. He can also check the status of his request through various channels that are mentioned below\*



## COMPLETION OF THE SERVICE

The client can obtain the final result of the transaction according to the nature of the service through various channels to apply for & inquire about MoCCA services that are mentioned below\*



مؤشر السعادة  
Happiness Meter

## POST-SERVICE DELIVERY



### \* VARIOUS CHANNELS TO APPLY FOR & INQUIRE ABOUT MOCCA SERVICES

The customer can initiate a transaction through one of the service channels and complete it via another channel



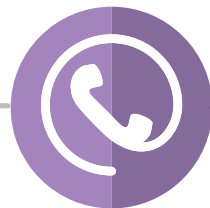
Website  
MOCCA



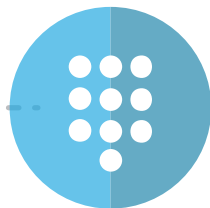
Smart Mobile Website  
eservices.moccae.gov.ae



Smart Application  
eservices.moccae.gov.ae



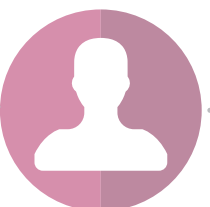
Call Center  
3050 800



USSD Code  
Etisalat \*#163



Live Chat



Customers'  
Happiness Center