



Dubai Statistics Center Service Catalog



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Our Vision

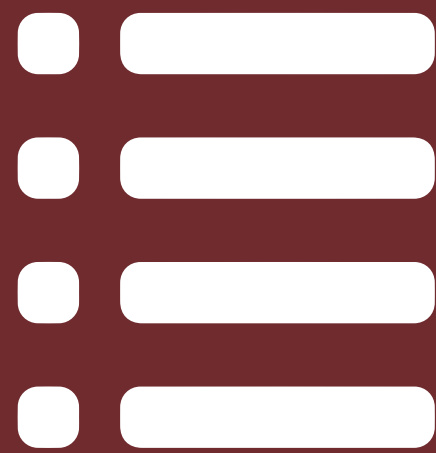
Statistics that support creating happiness and sustainable development.



Introduction

Based on the vision of Dubai Statistics Center to support in the creation of happiness and sustainable development, and our belief to represent data and statistical information that will be the basis for planning and decision-making among government leaders and the trade community, as well as the importance that the statistical data represents in order to support academic and scientific research, along with our commitment in providing the requirements of all the segments that are interested in statistical data for the Emirate of Dubai, the Center is dedicated to providing smart and electronic services that make available all the integrated statistical data; demographic, economic and social; thus we have been analyzing the center's tasks and responsibilities and designing our services to be smart, or electronic, such as Statistical Services, Smart Statistics Suite Services, Consulting Services, Training Services and Permits Services, which will have a significant impact in promoting the communication process between our center and various associated consumer segments.

We at Dubai Statistics Center are committed to making our renowned wealth of statistical information, regarding demographic, social and economic development, accessible to all with the highest degree of transparency, credibility and customer care, and our goal is to consistently deliver data that is reliable and of high quality. As a result, we have identified the level of quality of our statistical output to provide you with information that holds internationally accredited standards in quality management of statistical data for the various sectors with full commitment to the charter of quality statistical data along with our Customer Happiness Charter.



Statistical Services

Service Code

Service Classification

SD.CS.S01	Request for Statistical Reports & Indicators
SD.CS.S02	Request for Conducting Statistical Field Survey
SSF.OP.S03	Request for Conducting Opinion Polls Studies
SD.CS.S04	Request for Conducting Specialized Statistical Studies
SD.CS.S05	Display/Download Statistical Reports & Indicators
SD.CS.S06	Display/Download Statistical Library & Statistical Yearbook
SD.CS.S07	Display Dubai In Figures
PSS.PS.S08	Display Population Clock
SD.CS.S09	Build Your Statistical Report
SD.CS.S10	Statistical Dashboards



Smart Statistical Suite Services

Service Code

Service Classification

SD.CS.S11	Request for Using the Interactive Statistics System
SD.CS.S12	Request for Using e-Sources System
SD.CS.S13	Request for Using Dubai Statistical Indicators System
SD.CS.S14	Display Statistics on Map (GeoStat)
ITD.SD.S15	Request for Smart Statistics Suite Technical Support



Consulting Services

Service Code

Service Classification

SD.CS.S16	Request for Technical Statistical Consultation
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Training Services

Service Code

Service Classification

SD.CS.S17	Request for a Technical Statistical Training Program
RCC.CCCS.S18	Request for a Statistical Training Awareness Program
RCC.HRAS.S19	Request for an Internship Program



Permits Services

Service Code

Service Classification

SSF.OP.S20	Request for Enrolling in Poll Studies Professional Competency Test
SSF.OP.S21	Request for Issuing Permit for Firm to Practice Poll Studies Activity
SSF.OP.S22	Request for Amendment of Firm,s Basic Information Practicing Poll Studies Activity
SSF.OP.S23	Request for Issuing Identification Cards for the Surveyors of the Firm Practicing Poll Studies Activity




1- Request for Statistical Reports & Indicators

Details of the service

This service enables the customers to request the latest statistical reports and indicators from the various sectors (Economic, Social, & Demographic Sectors).

All customers are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department).

Service Classification	Statistical Services	
Service Deliverables	Statistical Reports and/or Indicators	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email	
Service Fees	No Fees	
Delivery Time	Within three (3) working Days	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Receive the Statistical Report/ Indicator via Email if available

2- Request for Conducting Statistical Field Survey




Details of the service

This service enables the customers to request either conducting statistical field surveys for governmental entities in the Emirate of Dubai within the scope of their strategic plans or conducting nation-wide statistics surveys across the United Arab Emirates in coordination with the Federal Competitiveness And Statistics Centre.

All Dubai Government entities and the Federal Competitiveness And Statistics Centre are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department).

Service Classification	Statistical Services
Service Deliverables	Statistical Indicators Based on the Survey Type
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.
Service Request Channels	Website, Email, Smart Mobile Application, EDCP system
Service Delivery Channels	Email
Service Fees	Fees are calculated after determining the technical requirements of the survey
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Entity Should be a Dubai Government Entity or the Federal Competitiveness And Statistics Centre.	Official Letter to the Executive Director Requesting the Survey through the EDCP system or by email.	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form and send the Official Letter through the EDCP system or by email 3- Conduct a meeting with the stakeholders in the Center to study the requirements 4- Receive the Statistical Indicators as per the nature of the Survey

3 - Request for Conducting Opinion Polls Studies




Details of the service

This service enables the customers to request conducting all kinds of opinion polls studies (Employees Happiness, Suppliers Happiness, Partners Happiness, Community Happiness, & Customers Happiness) in addition to all kinds of specialized statistical studies.

All governmental organizations in the United Arab Emirates are eligible to apply for this service. Fees will be applicable if the survey was conducted through the telephone channel or through field work.

This service is provided by the Opinion Polls Section.

Service Classification	Statistical Services
Service Deliverables	Opinion Polls Study Results
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.
Service Request Channels	Website, Smart Mobile Application
Service Delivery Channels	Email
Service Fees	Fees are calculated after determining the requirements (In the case of executing the questionnaire by phone)
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
- Completion of the Requirements Gathering Form via the electronic link that will be sent to the customer by e-mail	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Receive an electronic link via e-mail to fill out the Requirements Gathering Form 4- Agree with the stakeholders in the Center on the required study (The application and the execution method) 5- Receive the results of the opinion polls study through the email




4- Request for Conducting Specialized Statistical Studies

Details of the service

This service enables the customers to request conducting specialized statistical studies from the data provided by the statistical surveys conducted by the center or from database records to calculate the indicators requested by the study. All governmental organizations in the United Arab Emirates are eligible to apply for this service.

This service requires providing information from various concerned organizations.

This service is provided by the Economic Statistics Department, the Population & Social Statistics Department, and the Prices & Foreign Trade Statistics Department.

Service Classification	Statistical Services	
Service Deliverables	The Specialized Statistical Study	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Entity should be a United Arab Emirates Governmental Entity	Official Letter to the Executive Director Requesting the Specialized Statistical Study through the EDCP system or by email	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form and upload the Official Letter 3- Agree with the stakeholders in the Center on the required study and specify the requirements 4- Receive the results of the required study




5- Display/ Download Statistical Reports & Indicators

Details of the service

This service enables the customers to view and download the latest statistical reports and indicators from various sectors (economic, social, demographic, and other sectors) through the website and the smart mobile application based on local, national and international requirements and needs and based on international dissemination standards (GDDS) taking into consideration best practices adopted by the statistics centers across the world for statistical reports dissemination.

All customers are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) in coordination with the Resources & Corporate Communication Department.




Service Classification	Statistical Services	
Service Deliverables	Statistical Reports and/or Indicators	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<p>1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application.</p> <p>2- Press on Statistical Reports & Indicators from the Services tab on the website and on Key Indicators from the home page of the Smart Mobile Application</p>

6- Display/ Download Statistical Library & Statistical Yearbook

Details of the service

This service enables the customers to view and download all versions of the yearly statistical yearbook containing the different statistical tables (economic, social, demographic, and other sectors) through the website and the smart mobile application based on local, national and international requirements and needs and based on international dissemination standards (GDDS) taking into consideration best practices adopted by the statistics centers across the world for statistical reports dissemination.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) in coordination with the Resources & Corporate Communication Department.

Service Classification	Statistical Services	
Service Deliverables	Economic, Social & Demographic Statistical Reports	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application 2- Press on Statistical Library from the Services tab or from the home page




7- Display Dubai In Figures

Details of the service

This service enables the customers to view our latest economic, social, demographic, and other sector-related statistics by quarter based on local, national and international requirements and needs and based on international dissemination standards (GDDS) taking into consideration best practices adopted by the statistics centers across the world for statistical reports dissemination.

All customers are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) in coordination with the Resources & Corporate Communication Department.

Service Classification	Statistical Services	
Service Deliverables	Most Recent Economic, Social & Demographic Statistics on a Quarterly Basis	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application 2- Press on Dubai in Figures from the Services tab or from the home page




8- Display Population Clock

Details of the service

This service enables the customers to view the instantaneous estimates for the permanent residents of the Emirate of Dubai, UAE nationals or non-UAE nationals, within the Emirate's geographical boundaries by using international accredited methodologies.

All customers are eligible to apply for this service.

This service is provided by the Population & Social Statistics Department.




Service Classification	Statistical Services	
Service Deliverables	Emirate of Dubai Daily Population Estimates	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application 2- Press on Population Clock from the Services tab or from the home page

9- Build Your Statistical Report

Details of the service

This service enables the customers to build a statistical report based on the different economic, social and demographic sectors by selecting the required variables, this report can also be saved for later use. All customers are eligible to apply for this service.

This service is provided by the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, and the Prices & Foreign Trade Statistics Department).

Service Classification	Statistical Services	
Service Deliverables	Customized Statistical Report Based on the Customer's Needs	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Smart Mobile Application or the Website .	
Service Request Channels	Smart Mobile Application and Website	
Service Delivery Channels	Smart Mobile Application and Website	
Service Fees	No Fees	
Delivery Time	Always available on the Smart Mobile Application and Website	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Open the Smart Mobile Application or the Website 2- Press on Build Your Report from the Services tab or from the home page 3- Choose the fields of the report 4- Press on Generate Statistics




10- Statistical Dashboards

Details of the service

This service enables customers to view latest indicators and data for various Economic, Social, & Demographic statistical surveys conducted by the Center, through interactive and smart system updated automatically, periodically and systematically from the central statistical database to support them in their studies, research and enables them take decisions.

All customers are eligible for this service.

This service is provided by statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department)

Service Classification	Statistical Services	
Service Deliverables	Statistical Indicators & Data	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Smart Mobile Application or the Website .	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Go to the Dubai Statistics Center,s Website or through our Smart Mobile Application 2- Press on Statistical Dashboards from the Official Website homepage or through Smart Mobile Application.

11- Request for Using the Interactive Statistics System




Details of the service

This service enables the customers to view the statistical databases of the various economic, demographic & social statistical surveys carried out by the center. In addition, the system provides mechanisms to display the latest statistical data and information issued by the various governmental entities in the Emirate of Dubai representing the size and nature of their transactions and activities, which in turn provides the latest accurate and approved statistical reports.

The system also covers statistical reports for some of the governmental organizations that have direct integration with the center through the data collection system e-Sources.

All governmental organizations within the economic, social and demographic sectors are eligible to apply for this service. This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) along with the IT & Central Statistical Systems Department.

Service Classification	Smart Statistical Suite Services
Service Deliverables	Interactive Statistics System Username & Password
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.
Service Request Channels	Website, Smart Mobile Application
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Entity Should be a Governmental Entity from the Economic, Social & Demographic Sector	N/A	1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Receive the Interactive Statistics System Username & Password in case there is no conflict with the publication policy and levels of confidentiality adopted by the center.

12- Request for Using e-Sources System




Details of the service

This service enables the customers to perform a data entry of their statistical data and information into the system.

All governmental organizations within the economic, social and demographic sectors along with entities from the business sector are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) in coordination with the IT & Central Statistical Systems Department.

Service Classification	Smart Statistical Suite Services
Service Deliverables	e-Sources System Username & Password
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.
Service Request Channels	Website, Smart Mobile Application
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Receive the e-Sources System Username & Password in case there is no conflict with the publication policy and levels of confidentiality adopted by the center.

13- Request for Using Dubai Statistical Indicators System




Details of the service

This service enables the customers to access automatically updated statistical data from various governmental sources and federal ministries in various sectors (economic, social and demographic). Decision makers and executive directors only are eligible to view the indicators of this service through the «Dashboard Solution».

This service is provided by the statistical departments.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) along with the IT & Central Statistical Systems Department.

Service Classification	Smart Statistical Suite Services
Service Deliverables	Statistical Indicators System Username & Password
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.
Service Request Channels	Website, Smart Mobile Application
Service Delivery Channels	Email & Personal Attendance to the Customer
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Entity Should Be a Decision Maker or an Executive Director from the Emirate of Dubai	N/A	1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Receive the Statistical Indicators System Username & Password in case there is no conflict with the publication policy and levels of confidentiality adopted by the center.

14- Display Statistics on Map (GeoStat)




Details of the service

This service enables the customers to design an interactive statistical map. «GeoStat» for public focuses on the approach of integration Geographical Information Systems (GIS) and statistical information, allowing users to build an interactive map instantly.

The statistical information covers demographic, social and economic sectors can be presented on the map of Dubai by means of linking statistical information to its geographic location in order to add value and enhance planning and decision making in various areas.

All customers are eligible to apply for this service.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) along with the IT & Central Statistical Systems Department.

Service Classification	Smart Statistical Suite Services	
Service Deliverables	Statistical Data on Statistical Geographic Map	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website and Smart Mobile Application	
Service Delivery Channels	Website and Smart Mobile Application	
Service Fees	No Fees	
Delivery Time	Always available on the Website and the Smart Mobile Application	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application 2- Press on Statistics on Map from the Services tab or from the home page




15- Request for Smart Statistics Suite Technical Support

Details of the service

This service enables the subscribed customers of the Smart Statistics Suite to request for technical support to ensure service continuity.

All subscribed customers of the Smart Statistics Suite are eligible to apply for this service.

This service is provided by IT & Central Statistical Systems Department.

Service Classification	Smart Statistical Suite Services	
Service Deliverables	Smart Statistics Suite Technical Support (e-Sources System, Interactive Statistics System, Statistical Indicators System)	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
<ul style="list-style-type: none"> - Having Access to One of the Smart Statistics Suite Systems (e-Sources System, Interactive Statistics System, Statistical Indicators System) - Provide the username and email 	<ul style="list-style-type: none"> - Supporting Attachments and Evidences to Clarify the Support Request (Ex: Screen Shot) 	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form and upload the required documents 3- Receive the requested technical support




16- Request for Technical Statistical Consultation

Details of the service

This service enables the customers to request technical consultation in the fields of economic, social and demographic statistics.

All customers are eligible to apply for this service within the boundaries of the regulations in the center that govern such services.

This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department)

Service Classification	Consulting Services	
Service Deliverables	Technical Statistical Consultation	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	Law no. (28) for the year 2015 concerning the establishment of the Dubai Statistics Center	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Agree with the stakeholders in the Center on the required consultation 4- Receive the required consultation




17- Request for a Technical Statistical Training Program

Details of the service

This service enables the customers to request a training program in the fields of economic, social and demographics statistics or a technical training program on one of the statistical systems.

All governmental organizations in the United Arab Emirates are eligible to apply for this service.




This service is provided by all the internal statistical departments (Economic Statistics Department, Population & Social Statistics Department, Prices & Foreign Trade Statistics Department, and the Surveys and Statistical Frames Department) along with the IT & Central Statistical Systems Department.

Service Classification	Training Services	
Service Deliverables	Technical Statistical Training	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email to respond to the request and the training location is based on the agreement of the both parties	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	N/A	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Entity should be a United Arab Emirates Governmental Entity	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Specify a date to execute the training

18- Request for a Statistical Training Awareness Program

Details of the service




This service enables the customers to request a training in the field of statistical education for the next generation.
 All educational and academic institutions in the United Arab Emirates are eligible to apply for this service.
 This service is provided by the Corporate Communication & Customer Service Section.

Service Classification	Training Services	
Service Deliverables	Statistical Awareness Training	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email to respond to the request and the training location is based on the agreement of the both parties	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	N/A	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
N/A	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form 3- Specify a date to execute the training

19- Request for an Internship Program

Details of the service

This service enables the customers to request an internship program for university and school students according to the student majors and the center's requirements. All intermediate, secondary, and university national and non-national students residing in the U.A.E are eligible to apply for this service. This service is provided by the Human Resources & Administrative Services Section.

Service Classification	Training Services	
Service Deliverables	Internship Certificate after the Completion of the Internship	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application.	
Service Request Channels	Website, Smart Mobile Application	
Service Delivery Channels	Email to respond to the request and personal attendance to the Center for the training	
Service Fees	No Fees	
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on both parties' agreement	
Related Legislations/ Decrees	N/A	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
The Requesting Student's Major Should Be Within the Center's Scope of Work	<ul style="list-style-type: none"> - Email From the University to the Center Requesting the Internship, School Students are Exempted - Electronic Copy of the Continuing Education Certificate - Electronic Student Resume - Electronic Copy of the Student Passport - Electronic Copy of the Student Residency (non-nationals) - Electronic Copy of the National ID - Electronic Personal Photo of the Student 	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels 2- Complete the Service Request Form and upload the required documents 3- Receive the response on the request (approval or rejection) 4- Agree on the date to execute the required training (incase of approval)

20- Request for Enrolling in Poll Studies Professional Competency Test

Details of the service

This service enables the customers to request for enrolling in Poll Studies Professional Competency Test.




All customers who have at least a bachelor degree are eligible to apply for this service.

This service requires the customer to conduct the online test.

The validity of the certificate is three years.




This service is provided by the Opinion Polls Section.

Service Classification	Permits Services
Service Deliverables	Certificate of Opinion Polls Professional Competency
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website
Service Request Channels	Website
Service Delivery Channels	Email
Service Fees	AED 500 + AED 20 Knowledge & Innovation fees (Non Refundable - please make sure to submit the right documents).
Delivery Time	Three (3) Working Days to schedule the date of the exam and three (3) working days to issue the result and the certificate (in case of passing the exam)
Related Legislations/ Decrees	The Executive Council Resolution No. (39) of 2015 Regulating Poll Studies Firms Operating in the Emirate of Dubai The Dubai Statistics Center Administrative Resolution No (96) of 2016 Approving the Conditions for Conducting Poll Studies

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
<ul style="list-style-type: none"> - A Bachelor's Degree educational level as a minimum - Proof of Good Conduct when requested - To attend the test on the designated date by the center 	<ul style="list-style-type: none"> - Electronic Copy of a valid Emirates ID (for Nationals and Residents of the United Arab Emirates) - Electronic Copy of a valid Passport - Electronic Copy of a valid Residence (for Residents of the United Arab Emirates) - Electronic Copy of the highest educational level Certificate 	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels. 2- Complete the Service Request Form, upload the required documents, and pay the fees 3- Receive an email from the Customer Service on the assigned test date. 4- Receive an electronic link to conduct the test. 5- Receive the results of the test and the certificate by email

21- Request for Issuing Permit for Firm to Practice Poll Studies Activity

Details of the service




<p>This service enables the customers to request for issuing/ renewing permits for new & existing firms to practice poll studies activity. All firms that want to practice the poll studies activity in the Emirate of Dubai are eligible to apply for this service after fulfilling all the requirements of the Licensing Authority. Any firm that conducts a poll study in the Emirate of Dubai without a Permit will be penalized according to the Executive Council Resolution No. (39) of 2015 Regulating Poll Studies Firms Operating in the Emirate of Dubai. This service requires a Poll Study Professional Competency certified Technical Manager who will be referred to in the trade license copy. This service is provided by the Opinion Polls Section.</p>		
Service Classification	Permits Services	
Service Deliverables	Permits for firms to practice opinion polls activity.	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website	
Service Request Channels	Website	
Service Delivery Channels	Email	
Service Fees	Issue Permit For New Firms: AED 5000 + AED 20 Knowledge & Innovation fees (Non Refundable - please make sure to submit the right documents). Renew Permit For Existing Firms: AED 5000 + AED 20 Knowledge & Innovation fees (Non Refundable - please make sure to submit the right documents). Issue Permit For Existing Firm that has a trade license validity for more than 6 months: AED 2500 + AED 20 Knowledge & Innovation fees (Non Refundable - please make sure to submit the right documents).	
Delivery Time	Within three (3) Working Days	
Related Legislations/ Decrees	The Executive Council Resolution No. (39) of 2015 Regulating Poll Studies Firms Operating in the Emirate of Dubai The Dubai Statistics Center Administrative Resolution No (96) of 2016 Approving the Conditions for Conducting Poll Studies	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
<ul style="list-style-type: none"> - Provision of all applicable commercial licensing requirements accredited by the Licensing Authority. - Proof of Good Conduct of the firm's owner(s) when requested. - Owner(s) should not be under the age of 21. - The Technical Manager who will be referred to in the trade license should have a valid Certificate of Opinion Polls Professional Competency issued by the Dubai Statistics Center. 	N/A	<ol style="list-style-type: none"> 1- The Technical Manager, who will be referred to in the trade license, has to apply for the service of Enrolling in Opinion Polls Professional Competency Test and has to successfully pass the test (please refer to "Request for Enrolling in Opinion Polls Professional Competency Test" service). The validity of the certificate is three years. 2- Contact the Dubai Statistics Center through one of the Request Channels to apply for the service. 3- Complete the Service Request Form, upload the required documents, and pay the fees. 4- Receive the Permit for firms to practice opinion polls activity by email.

22- Request for Amendment of Firm's Basic Information Practicing Poll Studies Activity

Details of the service




This service enables the customers to request for Amendment of Firm's Basic Information Practicing Poll Studies Activity (Owner(s), Partner(s), or Technical Manager). Any firm authorized to practice the poll studies activity in the Emirate of Dubai and wants to amend any of its basic information is eligible to apply for this service. The firm cannot practice this activity without updating its information in the trade license in case of any change whereby it is given a period of maximum one month from the date of change to request this service. This service requires contacting the Licensing Authority in order to amend the trade license information. This service is provided by the Opinion Polls Section.

Service Classification	Permits Services
Service Deliverables	No Objection Certificate (NOC) to amend a Firm's Basic Information
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website
Service Request Channels	Website
Service Delivery Channels	Email
Service Fees	AED 100 + AED 20 Knowledge & Innovation fees (Non Refundable - please make sure to submit the right documents).
Delivery Time	Within three (3) Working Days
Related Legislations/ Decrees	The Executive Council Resolution No. (39) of 2015 Regulating Poll Studies Firms Operating in the Emirate of Dubai The Dubai Statistics Center Administrative Resolution No (96) of 2016 Approving the Conditions for Conducting Poll Studies

 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
<ul style="list-style-type: none"> - Provision of all applicable commercial licensing requirements accredited by the Licensing Authority - Proof of Good Conduct of the firm's owner(s)/ partner(s) when requested (in case of changing owner or partner). - Owner(s) should not be under the age of 21 (in case of changing the owner(s)). - In case of ending the services or changing the Certified Technical Manager, the firm has to assign another Technical Manager within a maximum period of one month from ending the service of the previous Technical Manager. The new Technical Manager who will be referred to in the trade license should have a valid Certificate of Opinion Polls Professional Competency issued by the Dubai Statistics Center. The firm cannot perform any opinion poll study until hiring the new Technical Manager. 	N/A	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels. 2- Complete the Service Request Form, upload the required documents, and pay the fees. 3- Receive the NOC by email.

23- Request for Issuing Identification Cards for the Surveyors of the Firm Practicing Poll Studies Activity

Details of the service

<p>This service enables the customers to request for issuing Identification Cards for the Surveyors of the Firm Practicing Poll Studies Activity according to the regulations set by Dubai Statistics Center in this regard. All authorized firms to practice the poll studies activity and having permanent or temporary field researchers/ surveyors are eligible to apply for this service. This service is provided by the Opinion Polls Section.</p>		
Service Classification	Permits Services	
Service Deliverables	Identification Card	
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website	
Service Request Channels	Website	
Service Delivery Channels	Mail (Courier) or personal attendance to the center	
Service Fees	<p>Issuance of an identification card for a Firm's researcher/ surveyor: AED 50 + AED 20 Knowledge & Innovation fees (Non Refundable- Please make sure you submit the right documents).</p> <p>Issuance of a replacement for a lost or damaged identification card for a Firm's researcher/ surveyor: AED 100 + AED 20 Knowledge & Innovation fees (Non Refundable- Please make sure you submit the right documents).</p> <p>Amendment of identification card details of a Firm's researcher/ surveyor: AED 50 + AED 20 Knowledge & Innovation fees (Non Refundable- Please make sure you submit the right documents).</p>	
Delivery Time	Within fifteen (15) Working Days	
Related Legislations/ Decrees	<p>The Executive Council Resolution No. (39) of 2015 Regulating Poll Studies Firms Operating in the Emirate of Dubai</p> <p>The Dubai Statistics Center Administrative Resolution No (96) of 2016 Approving the Conditions for Conducting Poll Studies</p>	
 Service Requirements & Conditions	 Required Documents	 Service Delivery Steps
Proof of Good Conduct	<ul style="list-style-type: none"> - Electronic Personal Photo (size 144144/) - Electronic Copy of a valid Emirates ID (Valid at least 6 months) - Electronic Copy of a valid Passport (Valid at least 6 months) - Electronic Copy of a valid Residence (for Residents of the United Arab Emirates) (Valid at least 6 months) - Electronic Copy of Good Conduct Certificate (must obtain from Dubai Police)- The good conduct certificate is valid for three months only. 	<ol style="list-style-type: none"> 1- Contact the Dubai Statistics Center through one of the Request Channels. 2- Complete the Service Request Form and upload the required documents. 3- Receive an email to proceed with the payment if the request is approved. 4- Pay the fees and select the delivery option. 5- Receive the card(s) by the courier or personal attendance to the center.



Integrated Management System (IMS) Policy

DSC's Leadership team approved Subsequent policies which are related to multiple ISO standards' under a comprehensive policy (the Integrated Management System – IMS – policy) in collaboration with DSC's mandates to include explicit delivery of the following commitments to:

Fulfill the QMS ISO 9001:2015, EHS ISO 14001:2015, ISO 45001:2018, ISO 10004:2018, and ISO 10002:2018 requirements.

DSC's Business processes review and continual improvement, in order to increase its effectiveness and efficiency.

Assure, and control the quality of DSC's business processes, in order to promote the business values such as quality culture, trust, integrity, respect, communications & follow up, and continually improve the business processes of Quality, Environment, Health & Safety, Customer Service, and Customer Complaints Handling.

Deliver our mandates and business commitments through eco-friendly business processes with the minimum environmental impacts and CO2 emissions.

Deliver our mandates and business commitments through safe and healthy business processes that protect the lives of our valued customers, employees, and visitors with a serious elimination of any occurrence of health and safety related risks or hazards.

Adhere to the regulations and the legal requirements of the Environment, Health, and Safety – EHS – management systems, which are issued by the relevant government authorities.

Manage a professional customer service efficiently and to offer fast, error free and modern services to our customers, in order to delight them.

Manage the customers' complaints efficiently and independently, in order to assure its nonoccurrence in future and to drive the improvement process.

Assure the suppliers' compliance to the quality, environment, health, and safety regulations and legislation systems.

Engage and consult with the concerned parties on health and safety issues and methods to ensure knowledge, assessment and monitoring of workplace risks.

Additionally, the leadership team undertakes to publish the IMS policy through the available means to all interested parties such as employees (part time/full time), and to review it periodically.

Contact Us

✉ | 121222 Dubai, U.A.E

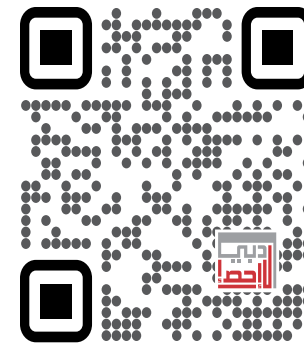
☎ | +971 4 4363300

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@ | info@dsc.gov.ae

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🌐 | DubaiStatistics     

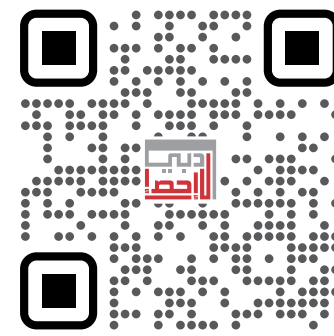


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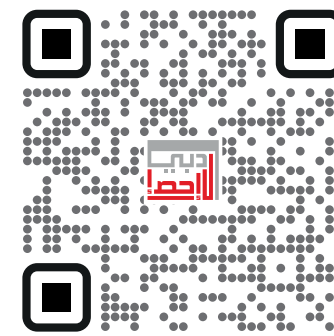
Smart Mobile Application



متجر بلاك بيري
Blackberry World



متجر ابل
Apple Store



متجر جوجل بلاي
Google Play