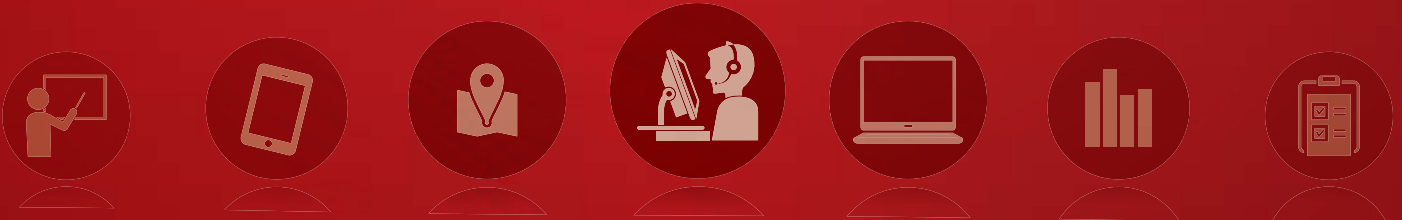


Services Catalog



Our Vision | Statistics that support in the creation of 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, Consulting Services, Training Services, Technical Statistical 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.

List of the Center Services

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1- Request for Statistical Reports & Indicators

The following table contains details of the service:



ID	SD.CS.S01
Description	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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

The following table contains details of the service:



ID	SD.CS.S02
Description	<p>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 National Bureau of Statistics.</p> <p>All Dubai Government entities and the National Bureau of Statistics are eligible to apply for this service. An Official Request Letter should be addressed to the Executive Director to request the survey whereby the fees will be calculated after determining the technical requirements of the survey.</p> <p>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).</p>
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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity Should be a Dubai Government Entity or the National Bureau of Statistics.

Required Documents

The following are the documents required to apply for the service and benefit from it:

Official Letter to the Executive Director Requesting the Survey.

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Contact the Dubai Statistics Center through one of the Request Channels
- 2- Complete the Service Request Form and upload the Official Letter
- 3- Conduct a meeting with the stakeholders in the Center to study the requirements

3- Request for Conducting Opinion Polls Studies

The following table contains details of the service:



ID	SSF.OP.S03
Description	This service enables the customers to request conducting all kinds of opinion polls studies (Employee Satisfaction, Supplier Satisfaction, Partners Satisfaction, Community Satisfaction, & Customer Satisfaction) 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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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	N/A

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

- Completion of the Requirements Form
- Attachment of the Requestor's Logo
- Attachment of the Databases as per the Study Type

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Requirements Form
- Opinion Polls Study Template If Available

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Contact the Dubai Statistics Center through one of the Request Channels
- 2- Complete the Service Request Form and upload the required documents
- 3- Agree with the stakeholders in the Center on the required study (The application and the execution method)
- 4- Receive the results of the opinion polls study through the email

4- Request for Conducting Specialized Statistical Studies

The following table contains details of the service:



ID	SD.CS.S04
Description	<p>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.</p> <p>All governmental organizations in the United Arab Emirates are eligible to apply for this service. This service requires providing information from various concerned organizations.</p> <p>This service is provided by the Economic Statistics Department, the Population & Social Statistics Department, and the Prices & Foreign Trade Statistics Department.</p>
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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity should be a United Arab Emirates Governmental Entity

Required Documents

The following are the documents required to apply for the service and benefit from it:

Official Letter to the Executive Director Requesting the Specialized Statistical Study

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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- Request for Using the Interactive Statistics System (Smart Statistics Suite)

The following table contains details of the service:



ID	SD.CS.S05
Description	<p>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.</p> <p>All governmental organizations within the economic, social and demographic sectors are eligible to apply for this service.</p> <p>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.</p>
Service Classification	Statistical 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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity Should be a Governmental Entity from the Economic, Social & Demographic Sector

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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.

6- Request for Using e-Sources System (Smart Statistics Suite)

The following table contains details of the service:



ID	SD.CS.S06
Description	<p>This service enables the customers to perform a data entry of their statistical data and information into the system.</p> <p>All governmental organizations within the economic, social and demographic sectors along with entities from the business sector are eligible to apply for this service.</p> <p>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.</p>
Service Classification	Statistical 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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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.

7- Request for Using Dubai Statistical Indicators System (Smart Statistics Suite)



The following table contains details of the service:

ID	SD.CS.S07
Description	<p>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».</p> <p>This service is provided by the statistical departments.</p> <p>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.</p>
Service Classification	Statistical 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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email
Service Fees	No Fees
Delivery Time	Within three (3) working Days
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity Should Be a Decision Maker or an Executive Director from the Emirate of Dubai

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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.

9- Display Statistics on Map

The following table contains details of the service:



ID	SD.CS.S08
Description	<p>This service enables the customers to view the statistical data on a geographic map through the different geographic sectors. The smart statistical geographic map currently displays statistical data from various sectors (population, education, buildings, shopping facilities, metro stations) whereby other sectors will also be included within this map in the near future.</p> <p>All customers are eligible to apply for this service.</p> <p>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.</p>
Service Classification	Statistical 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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

9- Display/Download Statistical Reports & Indicators

The following table contains details of the service:



ID	SD.CS.S09
Description	<p>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.</p> <p>All customers are eligible to apply for this service.</p> <p>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.</p>
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Go to the Dubai Statistics Center's Website or open the Smart Mobile Application
- 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

10- Display/Download Statistical Library & Statistical Yearbook

The following table contains details of the service:



ID	SD.CS.S10
Description	<p>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.</p> <p>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.</p>
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

11- Display Dubai In Figures

The following table contains details of the service:



ID	SD.CS.S11
Description	<p>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.</p> <p>All customers are eligible to apply for this service.</p> <p>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.</p>
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

12- Display Population Clock

The following table contains details of the service:



ID	PSS.PS.S12
Description	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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

13- Dubai Info

The following table contains details of the service:



ID	PSS.SS.S13
Description	This service enables the customers to access a system used to compile and disseminate data on human development. This system is an integrated tool that supports standard indicators. DevInfo was developed by UNICEF in cooperation with the UN System to assist the UN and Member States in tracking progress towards the Millenium Development Goals (MDGs). All customers are eligible to apply for this service. This service is provided by Population & Social Statistics Department.
Service Classification	Statistical Services
Service Deliverables	Human Development Data
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website
Service Request Channels	Website
Service Delivery Channels	Website
Service Fees	No Fees
Delivery Time	Always available on the Website
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Go to the Dubai Statistics Center's Website
- 2- Press on Dubai Info from the Services tab or from the home page

14- Build Your Statistical Report

The following table contains details of the service:



ID	SD.CS.S14
Description	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
Service Request Channels	Smart Mobile Application
Service Delivery Channels	Smart Mobile Application
Service Fees	No Fees
Delivery Time	Always available on the Smart Mobile Application
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Open the Smart Mobile Application
- 2- Press on Build Your Report from the home page
- 3- Choose the fields of the report
- 4- Press on Generate Statistics

15- Request for Technical Statistical Consultation

The following table contains details of the service:



ID	SD.CS.S15
Description	<p>This service enables the customers to request technical consultation in the fields of economic, social and demographic statistics.</p> <p>All customers are eligible to apply for this service within the boundaries of the regulations in the center that govern such services.</p> <p>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).</p>
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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email or Personal Attendance to the Center
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

16- Request for a Technical Statistical Training Program

The following table contains details of the service:



ID	SD.CS.S16
Description	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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity should be a United Arab Emirates Governmental Entity

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

17- Request for a Statistical Training Awareness Program

The following table contains details of the service:



ID	RCC.CCCS.S17
Description	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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

N/A

Required Documents

The following are the documents required to apply for the service and benefit from it:

N/A

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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 an Internship Program

The following table contains details of the service:



ID	RCC.HRAS.S17
Description	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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Student's Major Should Be Within the Center's Scope of Work

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Official Letter From the University to the Center Requesting the Internship, School Students are Exempted
- Continuing Education Certificate
- Student Resume
- Student Passport Copy
- Student Residency Copy (non-nationals)
- National ID Copy
- 2 Personal Photos of Student

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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)

19- Request for Implementating Statistical Data Systems Integration

The following table contains details of the service:



ID	SD.CS.S19
Description	<p>This service enables the customers to request the integration of their statistical systems with the center's statistical databases in order to build a centralized statistical database for the Emirate of Dubai. All governmental organizations within the economic, social and demographic sectors are eligible to apply for this service.</p> <p>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.</p>
Service Classification	Technical Services
Service Deliverables	Statistical Data Systems Integration Between the Center's Databases and the Customer's Databases (e-Sources, Direct Integration, FTP... etc)
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email, Phone, Personal Attendance to the Center or to the Customer
Service Fees	No Fees
Delivery Time	Three (3) Working Days to respond to the request and the execution is based on the requirements
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

The Requesting Entity Should be a Governmental Entity from the Economic, Social & Demographic Sector

Required Documents

The following are the documents required to apply for the service and benefit from it:

Provision of the Targetted System Structure

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 1- Contact the Dubai Statistics Center through one of the Request Channels
- 2- Complete the Service Request Form and upload the required documents
- 3- Implement the integration as per the requirements

20- Request for Developing Statistical Data Packages

The following table contains details of the service:



ID	SD.CS.S20
Description	This service enables the customers to request the development of statistical data packages according to international best practices in statistical work. All Dubai Government entities and the National Bureau of Statistics 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	Technical Services
Service Deliverables	Statistical Data Packages (Interactive Statistics System, Statistical Indicators System)
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website or the Smart Mobile Application. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
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 the requirements
Related Legislations/ Decrees	Law no. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

- The Requesting Entity Should be a Dubai Government Entity or the National Bureau of Statistics
- Availability of the Databases where the Data Packages Will Be Built Upon

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Databases where the Data Packages Will Be Built Upon
- Deliverables Details

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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 Statistical Data Packages as per the requirements

21- Request for Smart Statistics Suite Technical Support

The following table contains details of the service:



ID	ITD.SD.S21
Description	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	Technical 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. From 7:30 to 2:30 through Personal Attendance to the Center or Customer Service Call.
Service Request Channels	Website, Email, Post, Courier, Fax, Phone, Smart Mobile Application, Personal Attendance to the Center
Service Delivery Channels	Email, Phone, Personal Attendance to the Center or to the Customer
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. (23) for the year 2006 concerning the establishment of the Dubai Statistics Center

Service Requirements & Conditions

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

Having Access to One of the Smart Statistics Suite Systems (e-Sources System, Interactive Statistics System, Statistical Indicators System)

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Username and Email
- Supporting Attachments and Evidences to Clarify the Support Request (Ex: Screen Shot)

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

22- Request for Enrolling in Poll Studies Professional Competency Test

The following table contains details of the service:



ID	SSF.OP.S22
Description	This service enables the customers to request for enrolling in Poll Studies Professional Competency Test. All customers who have at least a bachelor degree from an accredited university are eligible to apply for this service. This service requires the attendance of the customer to sit for the test in the assigned test venue by the center. 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, or From 7:30 to 14:30 through personal attendance to the center.
Service Request Channels	Website or personal attendance to the center.
Service Delivery Channels	Email
Service Fees	AED 500 + AED 20 Knowledge & Innovation fees
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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

- 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

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Copy of a valid Emirates ID (for Nationals and Residents of the United Arab Emirates)
- Copy of a valid Passport
- Copy of a valid Residence (for Residents of the United Arab Emirates)
- A certified copy from the concerned entities of the UAE with the highest educational level

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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 exam date.
- 4- Attend to the assigned test venue on the date of the exam with the Emirates ID or Passport and conduct the exam.
- 5- Receive the results of the exam and the certificate by email.

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

The following table contains details of the service:



ID	SSF.OP.S23
Description	<p>This service enables the customers to request for issuing/ renewing permits for new & existing firms to practice poll studies activity.</p> <p>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.</p> <p>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.</p> <p>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, or From 7:30 to 14:30 through personal attendance to the center.
Service Request Channels	Website or personal attendance to the center.
Service Delivery Channels	Email
Service Fees	<p>Issue Permit For New Firms: AED 5000 + AED 20 Knowledge & Innovation fees</p> <p>Renew Permit For Existing Firms: AED 5000 + AED 20 Knowledge & Innovation fees</p> <p>Issue Permit For Existing Firm that has a trade license validity for more than 6 months: AED 2500 + AED 20 Knowledge & Innovation fees</p>
Delivery Time	Within three (3) 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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

- 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

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Copy of a valid Emirates ID of owner(s)/ partner(s)
- Copy of the trade name reservation

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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

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



The following table contains details of the service:

ID	SSF.OP.S24
Description	<p>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).</p> <p>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.</p> <p>This service requires contacting the Licensing Authority in order to amend the trade license information.</p> <p>This service is provided by the Opinion Polls Section.</p>
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, or From 7:30 to 14:30 through personal attendance to the center.
Service Request Channels	Website or personal attendance to the center.
Service Delivery Channels	Email
Service Fees	AED 100 + AED 20 Knowledge & Innovation fees
Delivery Time	Within three (3) 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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

- 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 of 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.

Required Documents

The following are the documents required to apply for the service and benefit from it:

- **Changing Owner/ Partner**
 - Copy of a valid Emirates ID of the new owner(s)/ partner(s)
- **Changing the Technical Manager**
 - 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

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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.

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



The following table contains details of the service:

ID	SSF.OP.S25
Description	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.
Service Classification	Permits Services
Service Deliverables	Identification Card
Service Delivery Hours	24 Hours/Day and 7 Days/Week through the Website, or From 7:30 to 14:30 through personal attendance to the center.
Service Request Channels	Website or personal attendance to the center
Service Delivery Channels	Mail (Aramex) or personal attendance to the center
Service Fees	Issuance of an identification card for a Firm's researcher/ surveyor: AED 50 + AED 20 Knowledge & Innovation fees Issuance of a replacement for a lost or damaged identification card for a Firm's researcher/ surveyor: AED 100 + AED 20 Knowledge & Innovation fees Amendment of identification card details of a Firm's researcher/ surveyor: AED 50 + AED 20 Knowledge & Innovation fees
Delivery Time	Within ten (10) 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

The following are the requirements and conditions that must be met by the client to request the service and benefit from it:

Proof of Good Conduct

Required Documents

The following are the documents required to apply for the service and benefit from it:

- Personal Photo (size 144/144)
- Copy of a valid Emirates ID
- Copy of a valid Passport
- Copy of a valid Residence (for Residents of the United Arab Emirates)
- Good Conduct Certificate

Service Delivery Steps

The following are the steps that must be followed to request the service and benefit from it:

- 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 date of the completion of the printed card(s).
- 4- Receive the card(s) by mail 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, EMS ISO 14001:2015, OHSAS 18001:2007, ISO 10004:2012, and ISO 10002:2014 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.

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.

Service Request Channels

Website		www.dsc.gov.ae
Customer service email for inquires		info@dsc.gov.ae
Landline for Customer Service		+971 4 4363300
Toll Free		800DSC (372)



To attend in person to the headquarters of DSC if the customer desires, since all our services are electronically provided.

Contact Us

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Smart Mobile Application

