

Customer Happiness Charter

We Dubai Statistics Center strive to provide Smart & extraordinary services, that achieves customer's happiness, and exceed their expectations.

Our Commitment To You

- We ensure the Achievement of our organizational values in all our transactions and outputs.
- We ensure hospitality and excellence when dealing with us.
- We ensure distinguished and high-quality smart service.
- We provide smart services to high simplification of our procedures.
- We provide all possible environment, technologies, utilities and facilities to distinctively to ease service delivery.
- We Provide statistics and indicators, that are compatible with international statistical standards and methodologies.
- We provide our services for all our customers without any discrimination.
- We ensure Honesty and professionalism in fulfilling customers' needs.
- We ensure the confidentiality of any information provided.
- We ensure immediate response to your demands and needs .
- We ensure the Provision of our smart services and statistics via your favorite channels.
- We ensure commitment to resolve your comments and complaints.
- We ensure the ability to communicate with higher management at any time.

To achieve you Happiness

In order to help us provide you with a high-quality service, we request you:

- To provide us with your requirements clearly so that we can provide the service that meets your needs.
- To provide us with your comments and complaints regarding an aspect of our work.
- To update your personal details continuously in order to have accurate and updated records to be able to communicate with you regularly.
- To participate in our periodic customers meetings to collect your comments and feedback.
- To provide us with feedbacks through our questionnaires, this will measures the quality of our services and level of your happiness.
- To interact with us through our customers feedback systems, such as the suggestion and complain systems.

You Can Contact us through the following channels

Customer Service	Working Hours	Phone	P.O Box	Email	Social Media
Dubai	Sun – Thu 7:30 – 2:30	04-4363300	121222	info@dsc.gov.ae	@dubaistatistics Dubai Stat Dubai Statistics Center Dubaistatistics



Arif Obaid Al Muhairi
Executive Director