

❖ Inquiry & Request for Reply to Inquiry:

Name of Service	<u>Inquiry & Request for Reply to Inquiry</u>
Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> Reply to inquiries and questions concerning all services provided by DED, whether in respect of information or procedures provided by different Departments or Divisions.
Service Category & Type:	<ul style="list-style-type: none"> Sub-service / Procedural
Service Beneficiary:	<ul style="list-style-type: none"> Establishment Individual Company
Required Documents:	<ul style="list-style-type: none"> Phone number or email to contact customer. <u>میل</u>
Steps for Receiving the Service (Customer Journey):	<ul style="list-style-type: none"> Customer submits an inquiry to DED's Complaints & Suggestions Division via the following communication channels: <ul style="list-style-type: none"> Government Contact Center on toll free number 80070 DED's Email: info@ajmanded.ae Ajman Government Contact Center through Uniform Government Service Guide available on www.ajmanded.ae DED's website through via the link: www.ajmanded.ae by <u>filling out online form</u> DED'S Smart Mobile Application <u>Ajmanded</u>
Terms & Conditions:	<ul style="list-style-type: none"> N/A.
Fees:	<ul style="list-style-type: none"> Free of charge
Service Correlation with other Services:	<ul style="list-style-type: none"> N/A
Partners (Service Plan):	<ul style="list-style-type: none"> N/A
Service Delivery Channels:	<ul style="list-style-type: none"> Government Contact Center. DED's website Smart Mobile Application.
Service Code:	<ul style="list-style-type: none"> ADED-CRD-PR-01
Service Delivery Duration:	<ul style="list-style-type: none"> (1) one working day unless the reply requires further consideration and investigation.
Limitation of the Service:	<ul style="list-style-type: none"> N/A