

❖ Submission of Suggestions:

Name of Service	<u>Submission of Suggestions</u>
Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> This service enables monitoring on customers' suggestions, opinions and remarks according to mechanisms that permit their easy registration, which enables the DED to study, classify, evaluate and measure the effect thereof using a method incentivizing them to continue providing remarks and thus benefit therefrom in the development of services in line with customer visions and needs.
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
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 Ajmanded
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