



CLIENT SERVICE CHARTER

Version 1

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1. INTRODUCTION

As a part of its continual effort to improve the provided services to its clients with consistent and high quality, and to maintain the leadership by providing locally and internationally distinguished projects and services, Dubai Customs has launched the Client Service Charter, to enhance the importance of providing improved and monitored level of services.

To achieve that, this Charter has been developed, and is being managed according to the guidelines provided by ISO 10001:2007, and according to the best international practices in this fields, taking into consideration the feedback provided by the top management, the employees, the clients, and the partners through the process of designing, reviewing, evaluating, and amending the charter, in such away to enhance the process of continual improvement of the charter according to the clients needs, which will lead to the improvement of the provided services.

SCOPE AND OBJECTIVES

2.1 Scope

2.1.1 This Charter aims to set service quality standards to the services provided by Dubai Customs including all the enquiries and complaints related to these services, covering all of its locations which provide these services.

2.1.2 This charter also sets service time delivery standards for selected main services aiming at extending it gradually to include all the main services provided by Dubai Customs.

2.1.3 This Charter has been developed, and is being managed according to the guidelines provided by ISO 10001:2007 (Quality Management-Customer Satisfaction-Guidelines for Codes of Conduct for Organizations).

2.1.4 Complaints regarding these services or regarding the charter itself will be handled according to the complaints management system conformed with the ISO 10002:2004 (Quality Management-Customer Satisfaction-Guidelines for Complaints Handling in Organizations).

2.1.5 This charter excludes complaints and disputes subject to legal action.

Limitations on the promises included in this charter include the case of designated unusual circumstances (i.e: the war and act of war, environmental crisis, uncontrolled breakdown, permits required by other parties).

2.2 Objectives

The objectives of this Code are:

- To enhance fair trade practices and clients confidence in Dubai Customs.
- To improve client understanding of what to expect from Dubai Customs in terms of its services and relations with clients, thereby reducing the likelihood of misunderstandings and complaints.
- To recognize, promote, and protect Clients' rights.
- To provide clients with an understanding of Dubai Customs' service standards.
- To inform clients of Dubai Customs' with complaint channels when any dissatisfaction has occurred against the agreed service standards or the charter itself.
- To ensure clients are aware of how a complaint or an enquiry can be made, and in what format they can expect to receive a response.
- To clarify the expected requirements provided by the clients to help provide better services to them.
- To continually improve Dubai Customs' services, systems and staff skills to achieve high level services.



3 DEFINITIONS

For the purpose of this charter, the following acronyms may apply:

Charter / Client Satisfaction Code of Conduct

Promises, made to clients by Dubai Customs concerning its behavior that are aimed at enhancing Customer Satisfaction and related provisions.

Note: the term Charter (or Client Service Charter) and Code (or Client Satisfaction Code of Conduct) will be used to relate to each other simultaneously.

Service Quality Standards

Promises, made to clients by Dubai Customs concerning its behavior which are expressed qualitatively.

Service Time Delivery Standards

Promises, made to clients by Dubai Customs concerning its behavior which are expressed quantitatively.

Working Days

The days of the week extended from Sunday to Thursday and that are not announced by the government of Dubai as official holidays.

The Clients

Any individual or organization who contact or deal directly with Dubai Customs to receive one of its services. This includes the UAE community, industry, traders, exporting and importing entities and people.

Complaint

A verbal or written expression submitted to the department by one of its clients expressing his dissatisfaction about the processes or the procedures followed to get the intended service or the way that it has been provided.

Enquiry

A verbal or written expression submitted to the department by one of its clients expressing his desire / or need to get or clarify information about the department's processes or the procedures to facilitate his dealing with the department procedures.

OUR VISION, MISSION, AND CLIENTS

4.1 Our Vision

To sustain economic and social development in Dubai and to be one of the leading customs administrations in the world supporting legitimate trade.

4.2 Our Mission

Working in collaboration with government and key stakeholders to continuously improve compliance, meet national commitments and apply control in a seamless and cost-effective way, in line with the Dubai Government Excellence Program.

4.3 Our Clients

- The UAE community
- Industry
- Traders
- Exporting and importing entities and people

WHAT IS THIS CHARTER FOR?

We are strongly committed to improving the quality of service we provide to you, our clients. As such, we are pleased to present our Client Service Charter to allow open and transparent approach.

Our Charter lets you know what you can expect in your dealings with us or when you contact with us, including our service standards and outlines on how you can help us continue to meet your expectations in our delivery of service standards.

WHAT WE STRIVE TO ACHIEVE?

Customs aim to be professional, accountable and transparent in all dealings with clients. Our relationship with clients is governed by our regulatory philosophy and takes account of Customs compliance continuum.



WHAT WE DO?

- We are regulatory body and key role in international trade with the network of customs administration.
- We protect the community and in the front line to fight against drugs, narcotics and protect copyright laws.
- We have primary function for the execution of government policy and contribute to making Dubai the trading center of choice in the region.
- We are responsible of ensuring compliance with relevant laws, including revenue, licensing and other legal requirements with the Common Customs Law of GCC.

WHAT YOU CAN EXPECT FROM US

- We deal with you in a friendly, courteous and professional way.
- We are honest, fair, equitable and unbiased in our service.
- We ensure availability and suitability of the environment and facilities required to enhance the high level of provided services.
- We enhance the accuracy and the quality of the provided services.
- We ensure the continual improvement for our services and processes according to your needs.
- We save your time, and make continual effort to improve the service-lead time.
- We Provide services according to approved procedures and commitments.
- We focus on our clients needs in everything we do.
- We build positive relationships.
- We treat your information confidentially.
- We respond to your enquiries and complaints in an accurate and timely manner.
- We respect and listen to each other.
- We ensure your views and suggestions will be considered to develop our services.
- We are committed to rectifying your problems.
- We give you the right to access services, facilities, and information in a manner which meets your needs.



HOW YOU CAN HELP US HELP YOU

- Treat our employees with courtesy.
- Be honest with us.
- Quote your reference number, if you have been given one, when contacting us.
- Update your contact details whenever there are changes to maintain accurate records with customs.
- When required, provide all information within the specified times.
- Provide your feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- Attend scheduled meetings punctually, especially those related to your feedback.
- Abide by any legal requirements and other obligations you are to meet to be eligible for sought services.

MONITORING AND REVIEWING THE CHARTER

To ensure this charter remains relevant, up-to-date and reflects your expectations, we welcome your feedback via any of our contact information at the end of this charter.

We have developed a procedure to continually monitor the application of the commitments made in this charter.



OUR SERVICE DELIVERY STANDARDS

If you visit us, we will:

- Be friendly, courteous, and professional at all times.
- Provide you with information and directions.
- Provide knowledgeable staff to assist you.
- Be available between 07:30 a.m. and 2:30 p.m. each working day (Sunday – Thursday).

Note: this includes the working hours for our main offices.

Extended working times and days are available with the other locations depending on their working conditions.

For more information about the working times and days for other locations, please contact us using any of the contact details available at the end of this Charter.

If you write, fax or email us, we will:

- Aim to acknowledge your communication and reply to you according to our service standards provided in this Charter.

If you call us (through the call center), we will:

- Be available between 07:30 a.m. and 07:00 p.m. each working day (Sunday – Thursday) (call center)
- Note: call center will be available on Saturdays from 07:30 a.m. and 02:30 p.m. except official holidays.
- Welcome your call and always identify ourselves by department name.
- Strive to resolve your query by the end of the call. If your call enquiry is more complex, we will provide you an interim response and advise you as to when a final response can be expected.

If you visit our website, we will:

- Ensure to provide all information related to Customs and procedure available.
- Receive your complaints, enquiries, and compliments through our website www.dubaicustoms.gov.ae
- Provide email or other electronic contact details for you to contact us
- If you need cargo examination at your premises, we will:
- Aim to schedule a physical examination within three working days and if we cannot meet schedule within specified time, a mutual agreed suitable time can be fixed.

For claims and refunds

- If the claim documents for full re-export are in order, we aim to automatically transfer refund amount to the claimant's bank within four working days.
- If the refund claim for partial exports or which required detailed investigation, we aim to transfer refund amount within six working days.
- For urgent cases, we aim to make the refund on the same day by paying a special processing fee of Dhs. 75.
- If Claims are not accepted, they are returned with a Rejection Notice explaining the reason for refusal of the claim.
- Note: Refund claims should be submitted in one of the approved centers for accepting claims, which includes: Port Rashed, Jabel Ali, Dry Port, and Cargo Village.

Our Electronic Cargo Systems and E-Clearance

- We aim to provide access to electronic cargo systems between 07:30a.m. to 07:30p.m. from Saturday to Thursday.
- Our E-Clearance facility is accessible round the clock. For more information, please visit our portal website www.dubaitrade.ae

Dealing With Enquiries and Compliments

- You can lodge your enquiry or compliment through our online helpdesk provided on our website, fax, Clients Feedback Boxes, phone, Clients Care Centers; or by contacting our call center.
- We aim to acknowledge your written communication within one working day and to respond within two working days of receipt of correspondence for the enquiry.
- If we cannot fully provide an answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.



Dealing With Complaints and Grievances

If you are unhappy with the service you have received or if you feel that we have not met the standards in this charter, then:

- You can lodge your complaint through our website, unified governmental eComplain at www.ecomplain.ae, fax, phone, Clients Feedback Boxes, or by contacting our Call Center.
- We will respond promptly and seriously to all complaints received. We are committed to rectifying problems.
- We aim to acknowledge your communication within one working day.
- We aim to investigate your complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.
- If we cannot fully provide an answer to your complaint within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- We aim to follow up with you on the executed actions, make sure it has been executed within the specified period, and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the General Manage office.
- We aim to investigate your grievance, and reply to you with the investigation result within six working days of receiving your grievance.

Social responsibility and multi-cultural environment

Dubai Customs strive to achieve a high level of the provided services to all clients, paying a particular attention to those who need special attention, including the people with disabilities, the elderly, the sick, and people who could not talk Arabic or English languages.

To achieve that, Dubai Customs is committed to assign Complaints Delegates to deal with the complaints of the people of disabilities, offering going to their location when necessary. In addition to provide the Complaints Delegates and to other employees where necessary (such as the Clients Service Officers at the Airport) with the suitable training to deal with the needs of the people with disabilities(such as sign language).

Large Print version will be available on the website, in addition to offering Braille version of the charter upon request.

Also, the charter provides options for the clients who could not speak Arabic or English languages to send their complaints about the services or the charter itself in their own language, and Dubai Customs is committed to translate it on its own expenses, and to reply to the client in their own language.

YOUR FEEDBACK IS IMPORTANT TO US

Dubai Customs is committed to client service and its value feedback from you, including your views on how to improve this Charter.

Dubai Customs will continuously monitor your satisfaction about its services, including complaints handling system, and will investigate how to improve these services.

If you are satisfied

We would like to hear from you if you are happy with services because this allows us to recognize and reward excellent staff members.

If you are not satisfied

It is important that you provide feedback so that we can improve our services

OUR CONTACT INFORMATION

Website	www.dubaicustoms.gov.ae
Email	Client.Relations@dubaicustoms.ae
Call Center	00971 4 800 800 80
Fax	00971 4 3453458 or 00971 4 3453031
Postal Address	Client Management Department Dubai Customs, P.O. Box. 63 Dubai, United Arab Emirates
Our Location	Dubai Customs Headquarters Building Mina Road, Bur Dubai, Dubai
Nearest Landmark	Port Rashid





عبر عن نفسك بلغتك الأم خدمة ترجم بإمكانك الآن تقديم شكاواك بلغتك الأم

Français

Charte du Service au Client

si vous désirez déposer une plainte ou soumettre un commentaire à propos des conditions de services ou de la charte directement, et qu'il vous est difficile de le faire en arabe ou en anglais, veuillez l'envoyer par email à l'adresse suivante: Client.Relations@dubaicustoms.ae ou par fax au: 00971 4 3453458

中文

客户服务章程: 想就所提供的服务或章程本身提交投诉或发表评论, 但你觉得用阿拉伯语或英语提交有困难, 那么请将其发送至以下邮箱:

Client.Relations@dubaicustoms.ae
或传真至: 00971 4 3453458

Español

Servicio al cliente de fletes:

para presentar una demanda o enviar un comentario sobre los servicios prestados o del flete, o si encuentra dificultades para hacerlo en árabe o en inglés, por favor envíe un correo electrónico a: Client.Relations@dubaicustoms.ae o envíe un fax al número: 00971 4 3453458

Русско

Чартер по обслуживанию клиентов:

для подачи жалоб или предложений о предоставляемых услугах или чартере, и в случае затруднений с английским или арабским языком, просим Вас отправить свои замечания по электронной почте: Client.Relations@dubaicustoms.ae или по факсу: 00971 4 3453458

SPEAK UP IN YOUR OWN LANGUAGE TARJIM SERVICE

Now you can submit your complaint in your own language

മലയാളം

ഇടപാടുകാരന്റെ സേവന പത്രം: നൽകിയിരിക്കുന്ന സേവനങ്ങളെക്കുറിച്ചോ അല്ലെങ്കിൽ ഈ പത്രത്തെ കുറിച്ച് തന്നെയോ ഉള്ള പരാതി അല്ലെങ്കിൽ അഭിപ്രായം ബോധിപ്പിക്കാൻ, അതുപോലെ അറബിയിലോ ഇംഗ്ലീഷിലോ അതു ബോധിപ്പിക്കാൻ പ്രയാസമാണെന്ന് നിങ്ങൾ ചിന്തിക്കുന്നുണ്ടെങ്കിൽ, നിങ്ങൾക്ക് ഇ-മെയിൽ വഴി അയയ്ക്കാവുന്നതാണ് :
Client.Relations@dubaicustoms.ae അല്ലെങ്കിൽ ഈ നമ്പറിൽ ഫോൺ ചെയ്യാം: 00971 4 3453458

اردو

گراہک سروس چارٹر :
فراہم کردہ خدمات یا خود چارٹر کے متعلق شکایت یا تنقید کرنے کے لیے، اور اگر آپ سوچتے ہیں کہ اسے عربی یا انگلش میں جمع کرنا مشکل ہے، تو پھر آپ اسے ای میل:
Client.Relations@dubaicustoms.ae پر بھیج سکتے ہیں،
یا 00971 4 3453458 پر فیکس کر سکتے ہیں

فارسی

تعهد ارائه خدمات به مشتریان: در صورتی که قصد ارائه شکایت یا نظر درباره خدمات ارائه شده و یا خود قرارداد حمل را داشته و احساس می کنید که ارائه آن به زبان عربی و یا انگلیسی برای شما مشکل می باشد، می توانید آنرا به آدرس پست الکترونیکی
Client.Relations@dubaicustoms.ae و یا نمابر 00971 4 3453458 ارسال کنید.

www.dubaicustoms.gov.ae

بوابة العبور إلى رخاء دبي
Gateway to Dubai's Prosperity