



Ministry of Culture, Youth
& Community Development

Customer Charter

Ministry of Culture, Youth & Community Development is keen to achieve excellence in service provision that not only attains your satisfaction but also exceeds your expectations.

OUR COMMITMENT TO YOU

- We will treat you with courtesy, respect and a smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with service requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service
- We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

YOUR COMMITMENT TO US

- Appreciate efforts of the staff members at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided or in case of error
- Inform us immediately of any changes that may affect service provision

CUSTOMER FEEDBACK AND SUGGESTION

Call Center:	Working Hours:	Phone:	Mail Box:	E-mail:	
800552255	Offices & Centers Libraries	02:30 - 07:30 14:00 - 09:00 21:00 - 16:00	02 445 3000	17 Abu Dhabi	info@mcycd.gov.ae

“We Promise Excellent and High Quality and Community Services to your Expectations”

Minister of Culture,
Youth, and Community Development

Feedback Gateway: mygov.ae

Website: www.mcycd.ae

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