



# THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

## Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

1

## Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

## One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

3

## Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

4

## Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

5

## Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

6

## Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

7

## Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.

8