الإمـارات العربيـة المتحـدة
وزارة تمكــــــــــين المجتمــــع

Ministry of Community Empowerment Services Guide

2025

www.moce.gov.ae

The "Services Guide" is the official, comprehensive reference guide that reflects the Ministry of Community Empowerment's commitment to providing excellent government services in line with the vision of the wise leadership and the expectations and needs of customers in the United Arab Emirates.

Version Number: 1.0
Release Date: September 2025
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The guide is updated twice a year, or when important changes are brought into the services. You should be using the latest version as the version number and date are marked on the first page. We also welcome all users to send us their feedback and suggestions to improve the guide through the suggestions service on our website.

Important Notes

The information provided in this guide is for reference and guidance purposes only Where there is a disagreement between the contents of the guide and relevant law, the law will take precedence. The guide is regularly updated, so ensure that you have the latest edition.

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Section One:
Introduction and Strategic Framework

Section One: Introduction and Strategic Framework

About the Guide

The "Ministry of Community Empowerment Services Guide" refers to the official guideline document describing the services provided by the Ministry to clients. It has all the relevant information a client may need when seeking any of these services. The guide stipulates the portfolio of the Ministry's services and explains the conditions and procedure to access them. These innovative government services reflect the aspirations of the visionary leadership and address the needs and expectations of the customers in UAE.

The Main Objectives of the Guide:

02

Enhancing Transparency and Accountability

Offering a reliable and accurate source that covers all information pertaining to the Ministry's procedures and services, allowing employees and customers to access and utilize it more conveniently.

01

Employee Empowerment

Providing a comprehensive reference that helps build the capabilities and enhance the skills of service employees, ensuring they deliver services according to the highest standards.

04

Promoting Innovation in Services

Promoting innovation in the design and delivery of services, which supports the creation of anticipatory services that address future demands.

03

Enabling Quality and Compliance

Establishing a framework that enhances review processes and continuous improvement of services based on performance indicators and customer feedback.

06

Improving customer experience

Facilitating customer access to the required service and information, reducing waiting time and unnecessary visits.

05

Strengthening partnerships with the public and private sectors

Providing comprehensive information about services, helping potential partners understand opportunities and collaborate to improve services.

Section One: Introduction and Strategic Framework

Scope of the Guide and Target Audience

This guide covers the whole gamut of the government services system within the Ministry of Community Empowerment, such as:

Scope:

Organizational and strategic structure for services

Service delivery procedures and processes via all channels

Continuous improvement and service performance measurement system

Comprehensive guide for all core, sub, and supporting services

Geographical Scope:

- The Ministry's Customer Happiness Centers
- The Ministry's official site (click here)
- The Unified Call Center and other communications channels

Guide's Target Audiences:

Internal Audience:

Government Services Department: To oversee the implementation of excellence standards and lead improvement initiatives.

Customer Happiness Centres' Frontline Employees: To deliver services according to approved standards and attain an exceptional customer experience.

Back-office Employees: To support service delivery activities and maintain efficiency in the relevant sectors and departments.

Service Development Teams: To create and enhance services according to approved methodologies.

External Audiences:

Customers: Individuals and Organizations to discover what services are available and how they can be accessed.

Strategic Partners: Throughout government, private, and third-sector organizations, to explore integration and collaboration possibilities.

Evaluators and Auditors: Who determine the quality and effectiveness of services.

Regulatory Bodies: Responsible for performance monitoring and ensuring compliance with national standards.

Section One: Introduction and Strategic Framework

The UAE Strategy for Government Services

استـراتيجيــة الإمــارات
للخدمات الحكومية 2021-2025
United Arab Emirates

Pillars of the UAE strategy for government service excellence

In line with the Ministry of Community Empowerment's commitment to provide outstanding government services that engage with customers in a simple and clear manner, and as per the UAE Strategy for Government service' Excellence 2031, the services are designed and developed in accordance with best practices and national standards, which ensure:

Integrated governance of services

Developing an integrated system of performance management and service governance.

Implementing the Global Star Rating System for classification and evaluation of services.

Establishing shared standards and performance measurements to measure the quality of service. Encouraging transparency and accountability within service delivery.

Multi digital channels

Full shift to digital offerings with continued support for existing channels for high-priority segments.
* Adopting an integrated channel model to provide a consistent experience across every service channel.
* Developing smart platforms that enable personalized services.
* Utilizing artificial intelligence and big data solutions to enhance the customer experience.

Proactive and integrated services

- Achieving the integration of government services at both federal and local levels.

- Developing proactive services that anticipate and fulfil customer needs before they are requested.

- Following the "once only" rule to prevent requesting information already given.

- Delivering services based on the customer journey framework instead of the organizational

Protecting customer data and ensuring the confidentiality of their information

Developing the technological infrastructure to support advanced services.
Strengthening data exchange and integration systems.
Implementing cybersecurity and data protection standards.

Exceptional customer experience

Developing services founded upon a human-centered design.

* Simplifying the customer journey and minimizing the effort required to utilize services.

The Ministry is committed to continuously developing its services in alignment with '**We the UAE 2031' vision** , which aims to deliver proactive, flexible, and smart government services that achieve the highest levels of satisfaction and contribute to enhancing the quality of life for all members of the community.

Section One: Introduction and Strategic Framework

اســـتراتيجيـــة الإمـــارات
للخدمات الحكومية 2025-2021

KPIs for Service Excellence

The Ministry is keen to continuously evolving its services in concurrence with the UAE Government Vision 2031 to deliver proactive, agile, and smart government services that achieve the highest levels of satisfaction and contribute to enhancing the quality of life for all society members.

KPIs

innovation and excellence indicator:

which assesses the percentage of innovative and proactive services that meet customer needs with the assistance of smart technologies and accurate data.

Customer satisfaction and happiness indicators:

To measure customer happiness and satisfaction with the quality of services provided and track how well their expectations are being met through the Customer Pulse Survey.

Operational efficiency indicators:

Measures the average service completion time, transaction processing time, and the percentage of proactive services delivered to the customers

Digital Transformation Indicators

Measures the percentage of digitally available services, the electronic channel usage rate, and the continuity of digital service availability.

Methodology of KPI Measurement:

A comprehensive measurement and monitoring methodology for performance indicators is employed by the Ministry, including:

➢ Regular measurement (real-time, monthly, quarterly, half-yearly, and annually) based on the nature of each indicator.
➢ Interactive performance dashboards to monitor real-time performance through the internal information system (Dashboards).
➢ Periodic reports on performance submitted to top leadership.
➢ Improvement strategy on a continuous basis based on outcomes of indicators.

Section One: Introduction and Strategic Framework

Customer Experience Measurement Methodology

The Ministry adopts an integrated methodological framework to measure customer experience, aiming to enhance service quality and develop policies based on customer insights and needs. This methodology relies on precise measurement tools and mechanisms, including quantitative and qualitative indicators, and is implemented according to approved government standards to ensure proactive, comprehensive services.

Methodology for Measuring Customer Experience

Measurement Tools and Mechanisms

Mystery Shopper

Customer Councils

Data and Indicators Analysis

Direct Interaction with Customers

General Framework for Measuring Customer Experience:
- Overall satisfaction measurement | Annual satisfaction surveys.
- Availability measurement | Service information availability and ease of access.
- Accessibility measurement | Ease of access to service channels.
- Interaction measurement | Quality of interaction, experience, and retention rate.

Government Enablers Indicators for Customer Experience - 2025 Targets

85% **Confidence in Government Services Indicator:** 85%

100% **Service Integration Rate with Government Services Observatory Indicator:** 100%

85% **Government Services Impact Indicator:** 85%

90% **Overall Satisfaction with Government Services Indicator:** 90%

100% • **24/7 Government Indicator:** 100%
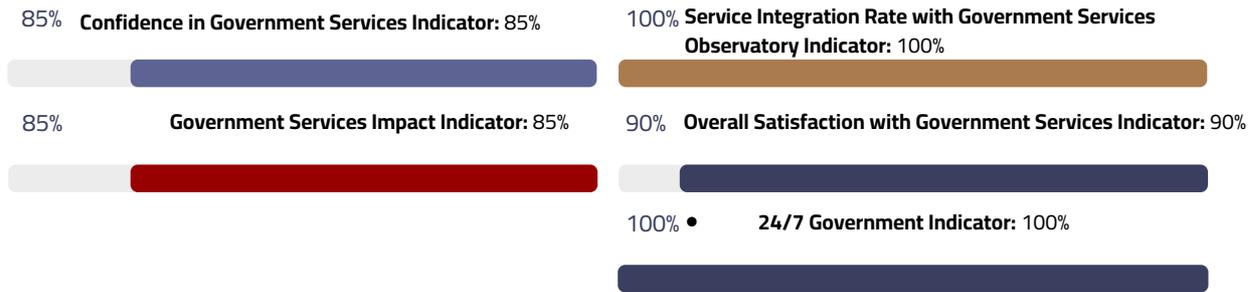
Section One: Introduction and Strategic Framework

Customer Happiness Charter

The Customer Happiness Charter represents the Ministry of Community Empowerment's formal commitment to its customers, outlining the expected level of service and the core values and principles that guide the Ministry in delivering its services.

The Ministry's Commitments to Customers

Targeted Service Levels

Commitment to Quality Standards: Providing services according to the highest quality standards and in line with the global star rating system.

Commitment to Completion Time: Completing services within the specified time and with high efficiency.

Commitment to Continuous Development: Continuously working on developing and improving services according to customer needs and developments.

Commitment to Responsiveness: Responding to customer inquiries and feedback within a record time.

Commitment to Empowerment: Enabling customers to obtain services in the simplest ways and with the least effort.

Commitment to Inclusiveness: Ensuring services reach all segments of society according to specific standards.

The Charter's Core Values

Customer Focus: We place the customer at the center of our attention and design our services according to their needs and expectations.

Excellence and Mastery: We are committed to providing high-quality services that exceed customer expectations.

Innovation and Proactivity: We constantly seek development and innovation, providing proactive solutions that anticipate customer needs.

Credibility and Transparency: We are committed to clarity and transparency in all our transactions and procedures.

Respect and Appreciation: We treat all customers with respect and appreciation, and we respect their privacy.

Flexibility and Responsiveness: We are characterized by flexibility and rapid response to customer needs and changes.

Mechanism for Measuring Commitment to the Charter

All Charter commitments are regularly measured and evaluated through:
- Customer satisfaction surveys
- Mystery shopper reports
- Analysis of feedback and complaints system results
- Performance indicators linked to the customer experience

Targeted Service Levels

- Response to telephone inquiries: Within 20 seconds
- Response to electronic inquiries (instant chat): Within 30 seconds
- Waiting time at Customer Happiness Centers: Does not exceed 7 minutes
- Instant service completion time: Within 3 minutes
- Complaint handling: Within 5 working days

Section One: Introduction and Strategic Framework

Guide Issuance Information

Release Date and Version Number

Version Number: 1.0
Release Date: September 2025
Effective Date: September 1, 2025
Next Review: March 2026
Approvals and Accreditations:
This manual has been reviewed and approved by:

- Undersecretary of the Ministry

- Government Services Department

Issuing Authority

Issuing Authority:
Ministry of Community Empowerment - Government Services Department
This manual was issued by the Ministry of Community Empowerment in the United Arab Emirates, specifically by the Government Services Department, in cooperation with various sectors and departments in the Ministry.

Issuing Authority Information:
Official Name: Ministry of Community Empowerment - United Arab Emirates
Website: www.moce.gov.ae
Contact Center: 800623

Reference Documents

Internal References:

- Ministry of Community Empowerment Strategy 2023-2026

External References:

- Guides for Government Services and Initiatives

Manual Preparation Team

General Supervision: Undersecretary of the Ministry

Executive Management: Director of the Government Services Department

Technical Team: Service Development and Customer Experience Team

Technical Review: Service Development Team

Language Proofreading: Government Communication Department

Design and Layout: Government Communication Department

Mechanism for Continuous Guide Update

The Ministry of Community Empowerment adopts an organized methodology for continuously updating and developing the manual's content, to ensure it keeps pace with developments and national trends to meet the needs of customers and employees.

Immediate Update

As needed

New services or fundamental changes are issued as an addendum to the current version

Partial Update

Every 6 months

Update variable sections

Sub-release (2.1, 2.2)

Comprehensive Update

Every 12 months

Review all parts of the manual

New release (2.0, 3.0)

Manual Effectiveness Assessment

User opinion surveys (employees and customers).

Analysis of usage statistics for the electronic version.

Measuring the extent of benefit from the manual in service delivery.

Assessing the manual's impact on improving service quality.

Ensuring Content Quality

Comprehensive review of content from technical and linguistic aspects.

Ensuring content alignment with strategy and policies.

Ensuring clarity and simplicity of the language used.

Verifying the accuracy and timeliness of information.

Ministry of Community Empowerment Services Guide

Section Two:

Institutional Identity and Strategic Direction

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Institutional Identity and Strategic Direction

Vision and Mission of the Ministry of Community Empowerment

Our Vision
A Cohesive empowered society driven by the potential of its people

Mission
To build a cohesive and inclusive society by empowering individuals, activating the third sector, and promoting collective responsibility and solidarity.

Our Institutional Values
Organisational Values:
• Professionalism and Responsibility
• Innovation, proactivity, and flexibility
• Excellence
Social Values:
• Social responsibility
• Tolerance and cohesion
• Inclusivity and equality

At the Ministry of Community Empowerment, we embody the principle of empowerment as a cornerstone for achieving sustainable social development.

Our integrated strategy focuses on shifting the Ministry's approach — from a short-term, service-oriented entity focused mainly on providing aid and social assistance, into a long-term, development-oriented ministry dedicated to social and economic inclusion and empowerment.

We are driving a fundamental transformation of the social contract, strengthening economic productivity through proactive policies and programs that deliver sustainable social impact.

The Ministry has also adopted a participatory approach, grounded in the belief in individuals' potential and the importance of collaboration with partners across all levels. Through innovative programs, initiatives, and sustainable services, we seek to empower individuals and the third sector, while fostering social responsibility and a sense of belonging.

The Ministry aligns its vision and direction with the strategies of the Government of the United Arab Emirates, to develop a transformative roadmap for the social sector. This roadmap keeps pace with global developments and ensures a consistently improving quality of life for all members of society. Our approach integrates empowerment with sustainable development, driving lasting impact across society

Section Two:

Institutional Identity and Strategic Direction

Objectives and Priorities

The ministry strives to build a cohesive empowered society driven by the potential of its people by fostering shared responsibilities among individuals, third sector and the community

Empowered Individuals	Active Third Sector	Cohesive Community rooted in the values of Belonging
• A comprehensive social welfare system designed to provide robust protection networks. • Sustainable social welfare. • Pathways for social and economic empowerment. • A human-centered digital infrastructure	• Creating a legislative and regulatory framework that amplifies the impact of sector institutions. • A comprehensive and supportive framework • Fostering a collaborative approach to drive positive impact • A regulatory structure that ensures transparency	• Fostering shared responsibility and promoting the values of generosity, solidarity, and belonging. • Encouraging volunteerism and philanthropy. • Strengthening social cohesion. • Enhancing community engagement and participation.

Institutional Performance Indicators

Workplace culture	Family	Intergenerational interaction	Economic Empowerment	Protection and Stability
• Simplicity of engagement in the third sector	• Growth in the contribution of Third Sector in GDP • Growth in the number of Third Sector organisations	• Growth in the education system for young compared to the previous generation	• Percentage of qualified beneficiaries integrated into the program annually. • Percentage of qualified beneficiaries integrated into the labor market annually.	• Rate of social support coverage • Efficiency of social support fund spending

Community Awareness	Cohesion and Belonging	Giving and Participation	Governance
• Shift in societal awareness of social support toward a sense of shared responsibility	• Improvement in the UAE's ranking in social cohesion indicators and the Organisation for Economic Co-operation and Development (OECD) indices	• Percentage increase in the total value of donations • UAE's ranking in the World Giving Index • Number of volunteers annually • Volunteer hours per individual	• Compliance rate of third-sector institutions

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**Section 3
Integrated
Services
System**

Section 3:
Integrated Services System

Unified Methodology for Service Classification

The Ministry of Community Empowerment has incorporated a unified system of services classification, in alignment with its mandate and the 'Global Star Rating System for Services.' This unified classification helps the customers find the

Main Service Categories

Social Welfare and Empowerment Services

A federal program designed to support Emirati families with limited income. The program provides monthly financial aid and supplementary allowances to promote social and economic empowerment and help families achieve financial independence. It consists of two key services: The social welfare and the inflation allowance.

Non-Profit Organisation Services

The licensing and registration services for non-profit organizations (NPOs) aim to empower them to implement developmental and community initiatives that create a positive and sustainable impact on the individuals and society. These services include: Establishing a non-profit organization, opening branches and centers of NPOs, issuing official letters to registered NPOs confirming their licensing for use with banks and relevant authorities, requesting affiliation, membership, or cooperation with associations or organizations outside the UAE, approving participation in external partnerships, approving hosting individuals from outside the UAE, organizing activities and events and hosting individuals from within the UAE.

Regulation of Donation (Fundraising) Services

Fundraising services aim to support social and developmental initiatives that create a positive impact in the community. Services include requesting a fundraising permit, renewal of a fundraising permit, and approval to receive external donations.

Non-Muslim Worship Places Services

These services provide the necessary approvals to establish and license places of worship for non-Muslim communities, allowing them to practice their religious rituals in a safe and organized environment, in accordance with the regulations and laws in force in the UAE. These services reflect the UAE's values of tolerance, coexistence, and respect for cultural diversity.

Customer Services

These are administrative and information services that allow individuals and institutions to submit inquiries, suggestions, and complaints. These services provide effective communication channels to ensure quick response, enhance transparency, and improve the overall customers' experience. They include inquiries, suggestions and complaints.

Section 3:
Integrated Services System

Services Classification Standards based on Customers Categories

The Ministry classifies its services according to the target customer categories, within its areas of specialization, to ensure that their needs are met.

Social Services for the individuals: Social Support Services		
Emirati Families	**Women in Special, Difficult Conditions**	**Senior Citizens**
Low-income families Beneficiaries of the inflation allowance	Widows and divorced women Abandoned women Wive/wives of prisoners Wife of a foreigner with health disabilities	Individuals with health disabilities Individuals unable to work aged 60 years, and above
Individuals with Disabilities 'People of Determination'	**Individuals**	**Exceptions**
Employee or retiree Child Person unable to work	Unemployed aged 25–59 Job seekers Individuals eligible for economic empowerment support	Orphans Families of prisoners Children of unknown parentage

Services for institutions		
Individuals from Non-Muslim Communities	**Community Initiators and Influencers**	**Companies and the Private Sector**
Individuals from non-Muslim religions, denominations, or faiths officially recognized in the UAE.	Individuals and institutions who design and support projects that have social impact.	Corporate social responsibility (CSR) services.

Section 3:
Integrated Services System

Integrated Service Delivery Channels
As part of its strategy, the Ministry provides multiple service delivery channels to ensure a seamless and integrated customer experience.

Customer Happiness Centers	
Features of the Centers	**Types of Customer Happiness Centers**
functional, and motivating environment. **Advanced Technologies**: Smart systems for managing queues and guiding customers. **Personalized Service**: Qualified staff trained to provide exceptional customer service. **Sustainability**: Eco-friendly designs and	**Customer Happiness Centers**: The Ministry provides its services through main centers located across all the Emirates and key cities in the UAE. **Outlets:** Selected government entities collaborates with the Ministry to host its service counters at their locations for easier access to its services.
Digital Platforms	
The website	**Social Media Platforms**
User-Friendly Interface: A design focused on ease of use and accessibility. **Comprehensive Digital Services**: Ability to complete all services electronically. **Interactive Content**: Up-to-date, detailed information and interactive tools. **Personalization Support**: Users can customize the interface according to their preferences.	**Use of social media platforms** as service and awareness channels. **Direct engagement and quick responses** to customer inquiries. **Ongoing awareness** and educational campaigns.
Call Center	**Other**
The Unified Call Center	**Support Channels**
Responds to inquiries, assists in completing services, receives feedback and offers technical support.	**Voice Response Service**: Available during working hours. **Email**: For inquiries and service requests. **Online Chat**: Available via WhatsApp. **Engagement** through various Social Media Platforms.

Section 4:

Exceptional Customer Experience

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Exceptional Customer Experience

Designing an Exceptional Customer Experience
User-Centered Design Approach

The Ministry of Community Empowerment adopts the user-centered design approach to develop its services. This approach places customers at the heart of the design process and is based on the following principles:

Principles of User-Centered Design	**01** Empathy and Understanding: Understand customers' needs, experiences, and aspirations	**02** Effective Participation: Involve customers in designing and improving services	**03** Innovation and Flexibility: Develop prototypes, test them with users, and continuously enhance them	**04** Comprehensive Experience Looking at the customer experience in a unified and inter-connected manner	**05** Focus on Value Emphasize the delivery of real value to the customer service.

Stages of User-Centered Design

Discovery and Understanding: Study the current experience and identify customers' expectations, needs, and challenges.

Definition and Problem Identification: Define the problem accurately Formulate the design challenge clearly Determine Success Indicators.

Idea Generation: Create a variety of ideas to solve the challenge Arrange Collaborative Brainstorming Sessions Evaluate ideas using clear criteria.

Prototypes Develop prototypes for proposed solutions Test the prototypes with customers Collect and analyze feedback.

Implementation and Execution: Develop the final model Conduct large-scale testing Implement gradually with continuous monitoring.

Applications of Customer's Experience in Services

Simplifying Forms and Procedures:
Designing easy-to-understand and user-friendly forms aligned with the 'Zero Government Bureaucracy Programme.'
Clear and Simple Language:
Using a clear and direct language when communicating with customers and target groups.
Smart Reminders:
Sending timely notifications to customers to complete procedures.
Designing Positive Experiences:
Focusing on the positive aspects of the customer experience.

User-Centered Design Tools

Customer Journey
To document the customer's experience across various interaction touchpoints.
User Personas
To represent different categories of customers.
Use Scenarios
To visualize customer's interaction with the service.
User Testing:
To evaluate the customer's experience with the initial prototypes.

Section 4:

Exceptional Customer Experience

Customer's Journey through the Ministry's Website

Digital Access and Creation of the Account Stage

Discovering the Website	Registration on the Website	Account Customization
through: Enhanced search engines Awareness campaigns Integration with government portals	Registration via the unified login (UAE PASS), or Through multiple registration options to social support programs Simplified registration interface Instant assistance through instant chat (Chatbot)	Setting up a personal profile Choosing language and preferences Linking and integrating data with government databases Notifications settings

Service Application and Follow-up Stage

Services Exploration	Application Submission	Uploading Documents	Submission of the Application and Follow-up
Organized service classification Advanced search engine Interactive Service Guide Virtual Assistant (Chatbot) that responds to inquiries	Smart forms that automatically fill in customer data using government databases Retrieving pre-stored data Temporary saving and follow-up of applications Instant verification of data accuracy.	Easy-to-use interface Retrieving previously submitted documents Instant verification of documents	Confirmation of submission with a clear message Unique tracking number for each application Comprehensive tracking dashboard for applications Real-time notifications on application updates.

Receiving Results and Support Mechanisms Stage

Receiving Digital Results	Mechanisms of Support and Evaluation
1-Integration and data exchange with government and private entities. 2-Digital document wallet through the unified digital identity system (UAE PASS) 3-Certified digital documents such as 'To Whom it May Concern Certificates'	Unified Call Center/ Customer Happiness Centers Instant support Simplified satisfaction survey and suggestions system Customers Council for feedback and experience sharing User's Experience Lab

Section 4:

Exceptional Customer Experience

Customer's Journey in Customer Happiness Centers

Pre-Visit Stage

Awareness and Information	Preparation for the Visit Initial Screening
Awareness Channels: Providing comprehensive information about services through the website. **Customers Guide**: Offering detailed guides about services requirements and procedures. **Checklists:** Reference lists of the required documents.	Ability to complete the procedures through the website. **Pre-visit Inquiry**: Allows verification of the application status and readiness before the visit.

Visit Stage

Arrival and Reception	Service Delivery	Waiting	Completion of the Service and Evaluation
Easy access with available parking and clear directional signages. Specialized support services for persons with disabilities 'people of determination' and the elderly 'senior citizens.' Queue management system with guidance to the appropriate service area.	Warm and personalized reception Private offices Qualified staff providing exceptional services Implementation of the principle 'One Employee- One Transaction.' Priority service for people of determination and senior citizens.	Comfortable and well-equipped waiting area Display screens and information sources Hospitality and refreshment services.	Confirming service completion and measuring customer's satisfaction right after delivery.

Post-Visit Stage

Continuous Follow-Up	Evaluation and Ongoing Engagement	Ongoing Engagement	Mechanisms for Receiving Results and Services
Through the website: Digital application tracking system Regular notifications and updates Dedicated channels for inquiries	Comprehensive evaluation survey for all service stages Follow-up on feedback and comments from customers Focus groups dedicated to improving service quality	Interactive periodic councils with the customers Regular updates and service improvements	Multiple and flexible delivery options Digital receipt of certified documents Delivery service of bank cards to beneficiaries of social support

Section 4:

Exceptional Customer Experience

Customer's Journey at the Unified Call Center

Awareness and Preparation Stage

Awareness and Discovery	Inquiry Channels	Customer Orientation
Unified Call Center (800623) Live chat through the website Social Media Channels: Instagram, YouTube, X, and Facebook, through the Ministry's official account @moceuae.	Instant chat via WhatsApp: 800623 **Other Channels:** Mystery Shopper Platform The UAE's Government Unified 'Customer Relationship Management System'- (CRM) – Tawasul 171 Social Media Platforms Live Broadcast Programs and Customers Councils	**Customer Guides**: Provide informational guides about the services and how to apply for them. **Frequently Asked Questions**: Access information that may answer your queries without the need to contact support, through this link.

Application Submission and Interaction Stage

Contact and Communication	Provision of the Service	Instant Follow-Up	Real-time Satisfaction Measurement
Direct call through the unified number (800623) Verifying the customer's identity and registering the application	Receiving applications Providing the necessary guidance and issuing a reference number for follow-up Issuing a reference number for tracking.	Updating the customer on the status of the request, or forwarding it to the relevant department.	Verifying service completion and measuring customer satisfaction immediately after the call. Using an automated evaluation and feedback system for each call on service delivery.

Follow-Up and Result Delivery Stage

Monitoring and Updating	Receiving the Result	Measuring Customer Satisfaction and Evaluation
Digital application tracking system through the website Regular updated notifications about the application status Dedicated channels for inquiries and complaints.	Notifying the customer of the final decision or result through approved channels for each service (website, SMS, or email).	Sending a survey to assess customer's satisfaction and feedback on service quality. Recording customer's comments to improve the experience and the service.

Section 4:

Exceptional Customer Experience

Customer Experience for Special Groups

The Ministry of Community Empowerment focuses on ensuring an exceptional experience for senior citizens and persons with disabilities 'people of determination' through:

Inclusive Service Design

- 1-Universal Accessibility Standards
- 2-Customized Service Paths
- 3-Assistive Tools

Physical Channels

Design of Customer Happiness Centers	Dedicated Reception Desks	Qualified Employees	Priority Service
ramps, automatic doors and spacious areas.	Reception areas specifically equipped to serve senior citizens and people of determination	Trained staff specialized in assisting customers with different needs.	Priority in service delivery without waiting.

Simplified Procedures		Digital Channels
Reducing Documents and Requirements Electronic Integration with government entities to reduce customer's submissions.	Personal Advisor: Assigning a personal advisor to follow up on the requests of senior citizens and people of determination.	Inclusive Digital Design: Applying WCAG 2.1 accessibility standards Assistive Technologies: Screen readers, text enlargement, and color contrast adjustments for easier readability Simplified Interfaces: Easy to understand and use.
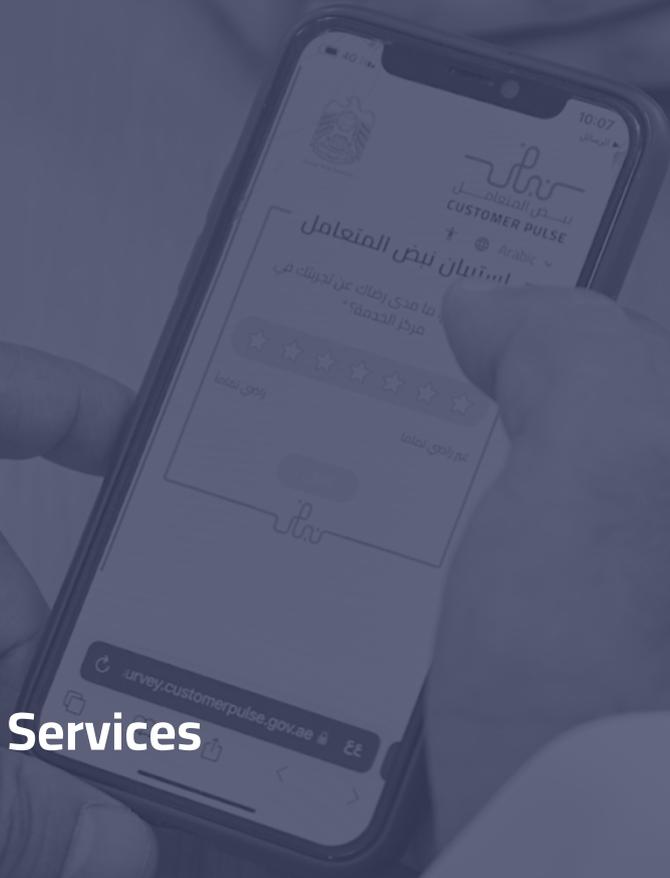
Section Five: Social Services

Section Five: Social Services

→ **Individual Social Services**
The Ministry offers a comprehensive portfolio of social services under the social welfare Program, designed to strengthen Emirati individuals and families and promote their social and family stability.
The Individual Social Services include one main service and two sub-services, as follows:
social welfare Services
Request for social welfare
Inflation Allowance Request

Service	**Social Welfare Application** ⏰ Service Apply Time: 10 minutes 📅 SLA: 21 Working Days Service Fee: Free of charge
Service Description	The Social Welfare Program is a federal initiative that offers monthly financial assistance to Emirati families with limited income, aiming to strengthen their economic stability and empowerment. The program focuses on protecting the most vulnerable groups of the community, offering a comprehensive support system. It provides basic monthly allowances tailored to the needs of different family types, along with complementary allowances for families already receiving this support. It also offers a housing allowance for families who have not received government housing assistance, and an academic excellence allowance for university students, children or siblings of beneficiaries, who achieve outstanding academic performance. Eligibility for the program is based on specific social and economic criteria and is subject to defined conditions and regulations.
Terms and Conditions	The beneficiary must be a UAE citizen. Must reside permanently in the UAE If the applicant is undergoing medical treatment or accompanying a patient abroad, official documentation of the medical journey and its duration must be submitted and certified by the relevant authority. The primary beneficiary must be at least 21 years old. If the primary beneficiary is capable of working and under the age of 55, they must be employed and registered in one of the social security or pension authorities in the UAE, or officially retired. The total monthly family income must be below the eligibility threshold. This includes monthly salary, business licenses, and any other sources of income of both spouses. The total value of the family's assets must be below the minimum asset limit. **Exceptions** The following groups are exempt from the age and employment requirements: Orphans, children of imprisoned individuals (if the mother is not present or ineligible), and individuals of unknown parentage Individuals with certified medical conditions, preventing them from working Persons with disabilities 'People of Determination' whose income is below the minimum income limit. Widows, divorcees, abandoned spouses, wives of imprisoned individuals, and women married to jobless non-citizens who are incapable of working provided being the caregiver of children under six years old, or children of determination under 21 years old or up to 25 years old if they are enrolled in university or performing national service. The requirement of custody or childcare within the specified age groups is waived if the change in marital status; whether due to widowhood, divorce, abandonment, the husband's imprisonment, or the foreign husband's inability to work occurred within the past six months. **Eligibility Conditions for Complementary Allowances** **Housing Allowance** In accordance with the eligibility criteria for basic allowances, the conditions for obtaining the complimentary allowances are as follows: The beneficiary must be 25 years old, or above Must not own, nor have a spouse or child under 21, or equivalent dependents, who own a suitable residential property, or a residential property granted by a federal or local government entity Must not be receiving any housing financial support from a federal or local government. If any is received, it must be less than the approved housing allowance. Must not have a residence provided by own employer, or by the employer of any supported family member. **Note:** Properties under construction or empty land owned by the beneficiary or their dependents do not count as residential property. **Academic Excellence Allowance for Higher Education:** To be eligible, the student must: Reside in the UAE and belong to a family receiving social support Be officially enrolled in a recognized government or private higher education institution, accredited by the Ministry of Higher Education and Scientific Research. Be a full-time undergraduate student for a bachelor's degree. Have a GPA of 3.3, or equivalent. Have completed at least 12 credit hours in the previous academic term.

Service	**Social Welfare Application** ⏰ Service Apply Time: 10 minutes 📅 SLA: 21 Working Days Service Fee: Free of charge
Target Groups	**A child facing difficult living conditions:** Child of a prisoner Unknown parentage Orphan **Low-income individuals (Employee / Retiree)** **Individuals with health disabilities** **People of Determination (Employee/Retiree)** **People of Determination under 21 whose income is below the minimum income limit.** **Unemployed individuals aged 25-54 including:** Those whose service in the government sector was terminated for reasons beyond their control Individuals released from detention Individuals receiving treatment and rehabilitation in ministry-approved rehabilitation centers **Unemployed individuals aged 55 and above** **Women facing difficult living conditions including:** Abandoned Divorced Wife of a prisoner Wife of an incapacitated foreigner Widow **Housing Allowance:** Families living in rented homes, and not owning any residential property Families sharing housing with other households. Providing that the above mentioned families do not receive any federal or local government housing support, residential loans, or grants, and have not been provided free housing by an employer. **Academic Excellence Allowance for Higher Education** University students with high academic performance, who belong to families benefiting from the Social Support and Empowerment Program.
Service Steps	1. Signing up on the website using your UAE Pass / create an account. 2. Submit the application and attach the required documents. 3. Completion of the application.

Service	**Apply for Social Welfare Application** ⏰ Service Apply Time: 10 minutes 📅 SLA: 21 Working Days Service Fee: Free of charge
Required Documents	**General Documents:** Emirates ID Detailed salary certificate for the head of the household and wife(s) Property documents for leased properties (such as lease contracts/ownership percentage) for the head of the household and wife(s) Proof of income from commercial licenses for the head of the household and wife(s) Proof of continued university education or national service enrollment for unemployed children aged 20 to 24 years. **Other documents according to categories** **A child facing difficult living conditions** **1.Child of a prisoner** Court sentence of imprisonment, or proof of detention, pending investigation for at least two months at the time of issuance A personal photo of the prisoner. Proof of the sentenced individual's salary, proof of salary suspension, or documentation confirming termination of service **2.Unknown parentage** Guardian/custodian ID Proof of continued university education or national service enrollment for custodian's children aged 20 to 24 years. Custody/foster certificate Detailed salary certificate for the guardian and wife(s). Property documents for leased properties (such as lease contracts/ownership percentage) for the guardian and wife(s). Proof of income from commercial licenses for the guardian and wife(s). **3.Individuals with health disabilities** Medical report issued within the last 6 months (Reports issued by Cleveland Clinic are accepted) **4. People with disabilities (People of Determination) below 21 years old.** Detailed salary certificate for the head of the household and wife(s) Property documents for leased properties (such as lease contracts/ownership percentage) for the head of the household and wife(s) Proof of income from commercial licenses for the head of the household and wife(s) Proof of continued university education or national service enrollment for unemployed children aged 20 to 24 years. **5.Unemployed individuals aged 25-54** Termination of service certificate from a government or semi-government entity, specifying the reason for termination. **6.Women facing difficult living conditions** **Abandoned woman** Court ruling confirming abandonment IDs of the children **Divorced Woman** Court-issued proof of custody for at least one child under the age of 4, or a child with disability 'Determination' under the age of 21 IDs of the children **Wife of a Prisoner** Court ruling of imprisonment, or proof of detention pending investigation for at least two months at the time of issuance Personal photo of the prisoner Proof of the sentenced individual's salary, proof of salary suspension, or documentation confirming termination of service **Wife of a Foreigner with health disabilities** Husband's ID Medical report for the incapacitated husband issued by a government hospital within the last 6 months (Medical reports from Cleveland Clinic are accepted) Court ruling of imprisonment, proof of detention pending investigation for at least two months at the time of issuance, or court-issued deportation order with proof of enforcement. IDs of children in custody **Complementary Allowances** **Housing Allowance** A housing rental contract Electricity and water bill in the homeowner's name. Proof of family relationship Proof of no constructed property on owned land (if any). Ownership documents for any jointly owned or inherited property. **B. Academic Excellence Allowance for Higher Education** An academic transcript or record of the most recent semester for the high-achieving student belonging to a family benefiting from social support.

Section Five: Social Services

Customer Journey to Request social welfare Application via the Website

- Access the website via the link http://www.moce.gov.ae/
  From the main menu, select (**Services)**
  Then click on the service (**Request social welfare**)

- Click on (**Details**) displays the service card which includes:

  o Service Description, Target Audience, Terms and Conditions, Required Documents, General Completion Timeframe

  o Ensure the required documents are ready and valid before proceeding.

  o Click on (**Start Service**) to log in using one of two methods:

- **Emirati Identity**: After entering the Emirati Identity number, a temporary password (OTP) will be sent to the phone number registered in the Identity system to complete login.

- **UAE Pass** : After entering the ID number, a verification notification will be sent to the phone registered in the UAE Pass app to complete the login process.

1. Specify the main reason for requesting the service from the list.

2. Fill in the required data about the customer and his family members.

3. Upload the required supporting documents according to the category.

4. Approve the declaration and pledge of data accuracy, then submit the application electronically.

- The customer receives a notification via (registered) email after registering the request. The request status can be followed through the "My Requests" page after logging into the account.

- If additional information or documents are needed, the customer is notified and the request is suspended until completion.

- **In case of Acceptance**: The beneficiary receives a detailed message including the entitled amount and the date of receiving the bank card via Emirates Post.

- **In case of Rejection**: The reason for rejection is displayed with the possibility of submitting a grievance or resubmitting with the required documents and evidence.

Visit and Start

Learn about the Service

Verification and Registration

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Service	**Apply for Applying for Inflation Allowance** ⏰ Service Apply Time: 10 minutes 📆 SLA: 21 days Service Fee: Free
Service Description	Temporary monthly allowances are provided to families with a monthly income of less than 25,000 AED, with the allowance amount adjusted to align with the emerging economic and social conditions in the country, aiming to meet the living needs and combat the rising costs of fuel, food, electricity, and water.
Terms and Conditions	**Citizens with a monthly income of less than 25,000 AED, who meet one of the following conditions:** **Families:** One of the spouses is employed and insured by one of the pension and insurance authorities in the state. One of the spouses is retired. Widowers/widows or divorced individuals who are custodians of at least one child under 21 years old. **Individuals:** Senior citizens. Widows and divorced women aged 45 and above.
Target Groups	Individuals and Families of UAE Citizens: Working / Retired families Divorced women under 45 years old and custodians of children under 21 years old Divorced women aged 45 and above Senior citizens Widows under 45 years old and custodians of children under 21 years old Widows aged 45 and above Beneficiaries of social welfare (the service is automatically provided in coordination with the support granting authority)
Required Documents	**General Documents:** Emirates ID Detailed salary certificate for the head of the household and wife(s) Property documents for leased properties (such as lease contracts/ownership percentage) for the head of the household and wife(s) Proof of commercial license income for the head of the household and wife(s) For families that do not share a family book: Proof of identity for individuals with separate family book entries **Other Documents for Divorced Individuals:** Court proof of custody for at least one child under 21 years old IDs of the children in custody **For Families That Do Not Share a Family Book:** Proof of identity for individuals with separate family book entries
Service Steps	1. Signing up on the website using your UAE Pass / create an account. 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

> ### Customer Journey to Request Inflation Allowance Service via the Website

- Access the website via the link Here

- From the main menu, select (Services)

- Then click on the service (**Request Inflation Allowance Supplement**)

- Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe

- Ensure the required documents are ready and valid before proceeding.

- Click on (Start Service) to log in using one of two methods.

- **Emirati Identity**: After entering the Emirati Identity number, a temporary password (OTP) will be sent to the phone number registered in the Identity system to complete login.

- **UAE Pass** : After entering the ID number, a verification notification will be sent to the phone registered in the UAE Pass app to complete the login process.Specify the main reason for requesting the service from the list.

1. Fill in the required data about the customer and his family members.

2. Upload the required supporting documents according to the category.

3. Fill in data related to the inflation allowance.

4. Approve the declaration and pledge of data accuracy, then submit the application electronically.

The customer receives a notification via email (registered) with the request registration code. The request status can be followed through the "My Requests" page after logging into the account.

If additional information or documents are needed, the customer is notified and the request is suspended until completion.

In case of Acceptance: The beneficiary receives an SMS with the status of activation of the due allowances.
In case of Rejection: The reason for rejection is displayed with the possibility of submitting a grievance or resubmitting with the required documents and evidence.

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Section Five: Social Services

The Ministry provides a set of services directed at organisations of various types, aiming to organize their work, ensure the quality of their services, and enhance their role in serving the community.

Organisation's social services include a fixed number of main services and eleven sub-services, as follows:

- **non-profit organisations Services:**

    1. Request to Establish non-profit organisations Service
    2. Request to Open Branches and Centers Service
    3. Request to Issue a Certificate for Banks and Official Entities Service
    4. Request for Affiliation, Engagement or Collaboration with Organizations Outside the UAE.
    5. Request for Approval for Organisations to Participate in Activities and Events
    6. Apply for Approval to Participate in Activities and Events (Inside/Outside UAE)
    7. Participate in Activities and Events (Inside/Outside UAE)

- **Fundraising Regulation Services:**

    Request Fundraising Permit Service

    Request Extension of Fundraising Permit Service

    Request Approval to Receive External Donations Service

- **Non-Muslim Places of Worship Services:**

    Request Licensing of Non-Muslim Places of Worship Service

NPOs Services

Service	Apply to Establish Non-Profit Organization
	Service Apply Time: 60 minutes SLA: 30 days Service Fee: Free
Service Description	Establish a non-profit organization in all legal forms, which enables them to launch initiatives and programs that deliver a sustainable positive social impact in serving individuals and the community.
Terms and Conditions	Community Associations in UAE can be categorized into 4 types, each with specific criteria designed to ensure their impact in serving the community: Conditions to establish non-profit organization and National Foundations: 1. The number of founding members must not be less than seven (7). 2. At least 70% of the founding members must be UAE nationals. Non-UAE nationals may participate in founding associations under the following conditions: • Their number must not exceed 30% of the total number of founding members. • They must not hold diplomatic status. 3. A founding member must be of legal age in accordance with the applicable laws of the UAE. 4. A founding member must be of good conduct and reputation and must not have been previously convicted of a felony or a misdemeanor involving dishonesty or breach of trust, unless they have been rehabilitated. for National Foundations: Minimum one founding member and A minimum financial allocation of five million dirhams is required to establish the institution. **Conditions for Establishing a Social Solidarity Fund** Funds of federal or local government entities, or registered NPO : 1. The fund must be affiliated with a federal or local government entity, or a registered non-profit organization . 2. The founding members must not be less than 25 members at the time of establishment. 3. If the entity is a non-profit organization, it must have at least 100 members. 4. All members must be employees or staff of the entity or organization to which the fund is affiliated. **Private Sector Company Funds** The company must have a minimum of 100 employees or staff. **Conditions for Establishing a Union** 1. The union must be formed by at least five non-profit organizations and National Foundation engaged in activities similar to public benefit work. 2. The ordinary general assembly of each association, or the founders of each non-profit organization, must approve joining the union.
Target Groups	**Target Groups To establish a Non-Profit Organization or national foundations:** Community members **To establish a Social Solidarity Fund:** • Federal or local government employees • Members of non-profit Organizations licensed by the Ministry • Private sector employees **To establish a Union:** Non-profit Organizations licensed by the Ministry
Required Documents	**General Documents** Official logo of the non- profit organization. **Additional Documents for Social Solidarity Funds in non-profit organizations and private sector Companies:** 1. A valid trade license. 2. An official letter from the entity confirming the number of employees. 3. An official letter from the entity confirming the number of members in the non-profit organization.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Request Establishment of non-profit organisations via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Request Establishment of non-profit organisations**)

- Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe.

Ensure the required documents are ready and valid before proceeding.

- Click on (**Start Service**) to log in using the UAE PASS through the Authorized Representative of the Temporary Committee to submit the request via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS app to complete the login process.

Select the type of non-profit organisation to be established from the list:

- Civil Society Foundation / non-profit organisation / (Social Solidarity Fund)

- Fill in the required data according to the type of organisation to be established.

- Upload the required supporting documents according to the category.

All founding members receive a notification via the electronic system to confirm their membership as founders and their approval to authorize the representative to complete the request.

The authorized representative can follow the request status via (non-profit organisations Platform)

- The authorized representative receives continuous notifications about the request status such as start of study, request for additional information... etc.

The authorized representative receives a notification about the request result:

- **In case of Approval**: The authorized representative receives a notification of the issuance of the organization's license and the announcement decision through the non-profit organisations Platform.

- **In case of Rejection**: The authorized representative receives the announcement rejection decision, stating the reasons for rejection, with the possibility of submitting a grievance within a period not exceeding (30 days from the date of notification).

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Section 5: Social services and community initiatives

NPOs Services

Service	**Apply for Approval to Open Branches and Centers for Non-Profit Organisations** ⏰ Service Apply Time:15 minutes 📅 SLA: 15 days Service Fee: Free
Service Description	A service that allows registered non-profit organizations to apply for opening branches within the UAE, aimed at expanding their activities and strengthening their social impact across all Emirates.
Terms and Conditions	The number of members residing in the emirate of the new branch must not be less than seven (7) members.
Target Groups	registered non-profit organizations
Required Documents	1. Approval from the local authority within whose jurisdiction the association headquarters is located 2. A copy of the main branch's general assembly approval to establish the branch 3. The organization's approved branch regulations.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Approval to Open Branches and Centers for non-profit organisations via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Request to Open Branches for non-profit organisations)**

- Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe.

- Ensure the required documents are ready and valid before proceeding.

- Click on (**Start Service**) to log in using the UAE PASS and submit the request by the institution via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS app to complete the login process.

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1. Visit and Start

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- Fill in the required data.

- Upload the required supporting documents.

- The applicant receives an automatic notification of receipt of the request.

- The applicant can follow the request status through the "My Institutions" page after logging into the account.

- The applicant receives continuous notifications about the request status such as start of study, request for additional information... etc.

- If additional information or documents are needed, the applicant is notified.

- The applicant receives a notification about the request result:

  - In case of Approval: The applicant receives the branch license electronically via the non-profit organisations Platform.

  - In case of Rejection: The applicant receives the rejection letter with the stated reasons electronically via the non-profit organisations Platform.

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Section 5: Social services and community initiatives

NPOs Services

Service	Issuance of a "To Whom It May Concern" Certificate For banks and relevant authorities ⏰ Service Apply Time: 15 minutes 📅 SLA: 3 days Service Fee: Free
Service Description	Issuance of a "To Whom It May Concern" certificate to registered NPOs confirming their licensing and registration, for use with banks and relevant authorities to open or activate accounts, extend signing authority, or complete related official transactions.
Terms and Conditions	1. The non-profit organization must be officially registered with the Ministry 2. Holding a regular general assembly meeting to elect a board of directors for non-profit organisation, or issue a decision to form a board of trustees for civil society organizations 3. Distribution of administrative roles within the board 4. The non-profit organization must have an active bank account 5. A bank account details for the association. 6. Bank account details: Account number and International Bank Account Number (IBAN). 7. A table detailing the financial transaction signing authorities, including names, positions, and defined authorization limits.
Target Groups	Registered non-profit organization
Required Documents	Letter of delegation of signature authority (if applicable)
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Request Issuing "To Whom It May Concern" Certificate For banks and relevant authorities via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select **Services**

- Then click on the service Request Issuing "To Whom It May Concern" Certificate For banks and relevant authorities

- Select the **service**.

Open a bank account / Bank account activation/approval
Extend signature authorities / Certificate for Whom It May Concern

Click on **Details:**
Service Description, Target Audience, Conditions
Required Documents, Completion Timeframe

Ensure the required documents are ready and valid before proceeding.

- Click on the service link: to log in using the UAE PASS and submit the request via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

- Fill in the required data.

- Upload the required supporting documents.

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Section 5: Social services and community initiatives

NPOs Services

Service	**Apply for Affiliation, Engagement or Collaboration with Organizations Outside the UAE.** ⏰ Service Apply Time: 15 minutes 📅 SLA: 20 days Service Fee: Free
Service Description	Enabling organizations to affiliate, engage or interact with any external organizations sharing similar objectives, ensuring all activities comply with UAE laws and regulations.
Terms and Conditions	The goals of the external organization must be consistent with those of the local organization.
Target Groups	Registered non-profit organization
Required Documents	1. Present a copy of the license of the organization headquartered outside the country 2. A copy of the articles of association of the organization headquartered outside the country.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Apply for Affiliation, Engagement or Collaboration with Organizations Outside the UAE via the Website

- Access the website via the link http://www.moce.gov.ae/
  From the main menu, select (**Services**)
  Then click on the service **Apply for Affiliation, Engagement or Collaboration with Organizations Outside the UAE.**

- Click on (**Details**) to display the service card which includes:
  Service Description, Target Audience, Conditions
  Required Documents, General Completion Timeframe

- Ensure the required documents are ready and valid before proceeding

- Click on (**Start Service**) to log in using the UAE PASS and submit the request via the website.
  After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

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- Fill in the required data.
  Upload the required supporting documents.

The applicant can follow the request status through the "My Institutions" page after logging into the account.
The applicant receives continuous notifications about the request status (such as start of study, request for additional information).

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives the approval letter electronically through the non-profit organisations Platform.

- **In case of Rejection**: The applicant receives the rejection letter electronically through the non-profit organisations Platform.

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Section 5: Social services and community initiatives

NPOs Services

Service	**Apply for Approval for Organisations to Participate in Activities and Events** ⏰ Service Apply Time: 15 minutes 📅 TA: 10 days Service Fee: Free
Service Description	Allowing organizations to participate in activities and events organized by organizations outside the UAE, Provided that the external organization's goals must be consistent with those of the local organization and its social mission
Terms and Conditions	The objectives of the external organization must be consistent with those of the local organization.
Target Groups	Registered non-profit organization
Required Documents	1. A copy of the invitation received by the organization, if available 2. Approval of the Board of Directors / Board of Trustees for participation. 3. Any documents supporting the request. 4. Event participation report (to be submitted electronically after returning from the event)
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Request for Approval for Organisations to Participate in Activities and Events via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Approval for Organisations to Participate in Activities and Events**)

- Select the sub-service type:

Organizing activities and events inside the country or Participating in activities and events inside/outside the country

Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe

Ensure the required documents are ready and valid before proceeding.

Click on (**Start Service**) to log in using the UAE PASS through the Authorized Representative of the Temporary Committee and submit the request via the website.

After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

Fill in the required data.
Upload the required documents.

The applicant can follow the request status via the non-profit organisations Platform. The applicant receives continuous notifications about the request status (such as start of study, request for additional information).

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives a notification of the issuance of the approval letter for participation electronically through the non-profit organisations Platform.

- **In case of Rejection**: The applicant receives an electronic notification via the non-profit organisations Platform rejecting the request.

Visit and Start

Learn about the Service

Verification and Registration

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NPOs Services

Service	Apply for Approval to Participate in Activities and Events (Inside/Outside UAE) ⏰ Service Apply Time: 15 minutes 📅 SLA: 15 days Service Fee: Free
Service Description	Allowing the organizations to host individuals from abroad to participate in activities aligned with their objectives, in line regulations and procedures of non-profit organizations
Terms and Conditions	Ministry of Community Empowerment Approval
Target Groups	Registered non-profit organization
Required Documents	1. Copy of the passport for each member of the hosted delegation. 2. Any additional documents supporting the request.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application
Service URL	Apply for Approval to Host Individuals from Outside the UAE

Section Five: Social Services

Customer Journey to Request for Apply for Approval to Participate in Activities and Events (Inside/Outside UAE)

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Apply for Approval to Participate in Activities and Events (Inside/Outside UAE**)

- Select the sub-service type:

Organizing activities and events inside the country or Participating in activities and events inside/outside the country

Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe

Ensure the required documents are ready and valid before proceeding.

Click on (**Start Service**) to log in using the UAE PASS through the Authorized Representative of the Temporary Committee and submit the request via the website.

After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

Fill in the required data.
Upload the required documents.

The applicant can follow the request status via the non-profit organisations Platform. The applicant receives continuous notifications about the request status (such as start of study, request for additional information).

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives a notification of the issuance of the approval letter for participation electronically through the non-profit organisations Platform.

- **In case of Rejection**: The applicant receives an electronic notification via the non-profit organisations Platform rejecting the request.

Visit and Start

Learn about the Service

Verification and Registration

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Section 5: Social services and community initiatives

Fundraising Regulation Services

Service	**Apply for a Fundraising Permit** Service Apply Time: 15 minutes A: 20 days Service Fee: Free
Service Description	Allowing any legal personality to collect donations in support of charitable and humanitarian efforts
Terms and Conditions	• Fundraising must be conducted through a charity licensed and authorized by the competent authority • The authorized charity must have a good performance rating based on approved evaluation indicators
Target Groups	A legal personality from the government or private sector
Required Documents	**For the Government Sector**: • Copy of the official letter addressed to the Ministry • An approval letter from the charity • A copy of advertising materials related to the fundraising campaign (if applicable) **For the Private Sector**: • Copy of the trade license • Copy of the ID card of the trade license holder/manager • Copy of the power of attorney • Copy of the official letter addressed to the Ministry • An approval letter from the charity • A copy of advertising materials related to the fundraising campaign (if applicable)
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

For more information about the MOCE's services, please visit the Ministry's digital platform **[here]**.

Section Five: Social Services

Customer Journey to Request a Fundraising Permit via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Request Fundraising Permit**)

- Click on (**Details**) to display the service card which includes:

Service Description: Target Audience, Conditions, Required Documents, Completion Timeframe.

Ensure the required documents are ready and valid before proceeding.

Click on (**Start Service**) to log in using the UAE PASS and submit the request via the website.

After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

Select the category type from the list:

Government Sector: Private Sector

Fill in the required data according to the target category type.
Upload the required supporting documents according to the category.

The applicant receives a notification via email with the request reference number.
The applicant can follow the request status through the "My Institutions" page, after logging into the account.

If additional information or documents are needed, the applicant is notified.

The applicant receives a notification about the request result:
In case of Approval: The applicant receives the permit electronically.
In case of Rejection: The applicant receives an electronic notification rejecting the request.

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Section 5: Social services and community initiatives

NPOs Services

Service	**Apply for Approval to Participate in Activities and Events (Inside/Outside UAE)** ⏰ Service Apply Time: 15 minutes 📅 SLA: 15 days Service Fee: Free
Service Description	Allowing the organizations to host individuals from abroad to participate in activities aligned with their objectives, in line regulations and procedures of non-profit organizations
Terms and Conditions	Ministry of Community Empowerment Approval
Target Groups	Registered non-profit organization
Required Documents	1. Copy of the passport for each member of the hosted delegation. 2. Any additional documents supporting the request.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Section Five: Social Services

Customer Journey to Apply for Approval to Participate in Activities and Events (Inside/Outside UAE) Via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (Apply for Approval to Participate in Activities and Events (Inside/Outside UAE)

Select the sub-service type:
Organizing activities and events inside the country or Participating in activities and events inside/outside the country (and then select Hosting persons from outside the country).

Click on (**Details**) display the service card which includes:

Service Description, Target Audience, Conditions, Required Documents, Completion Timeframe

Ensure the required documents are ready and valid before proceeding.

Click on (**Start Service**) to log in using the UAE PASS and submit the request via the website.
After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

Fill in the required data.
Upload the required documents.

The applicant can follow the request status via the non-profit organisations Platform. The applicant receives continuous notifications about the request status (such as start of study, request for additional information).

The applicant receives a notification about the request result:
In case of Approval: The applicant receives a notification of the issuance of the approval letter for participation electronically through the non-profit organisations Platform.
In case of Rejection: The applicant receives an electronic notification via the non-profit organisations Platform rejecting the request.

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response
Official Response

Section 5: Social services and community initiatives

Fundraising Regulation Services

Service	Apply for an Extension of a Fundraising Permit ⏰ Service Apply Time: 15 minutes 📅 SLA: 3 days Service Fee: Free
Service Description	Enabling legal persons to have their fundraising permits extended ensuring the continued implementation of fundraising activities that support charitable, humanitarian, social, and developmental causes..
Terms and Conditions	• The request must include clear justifications for extending the campaign or initiative. • The request must be submitted no later than fifteen (15) days before the expiry of the current permit
Target Groups	legal persons holding a valid fundraising permit issued to a registered non-profit organization.
Required Documents	• An approval letter from the accredited charitable association coordinated with for extending the fundraising campaign. • An approval from the local authority where the association is based (if applicable)
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

For more information about the MOCE's services, please visit the Ministry's digital platform **[here]**.

Section Five: Social Services

Customer Journey to Request Extension of Fundraising Permit via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Request Extension of Fundraising Permit**)

- Click on (**Details**) to display the service card which includes:

Service Description | Target Audience | Conditions, Required Documents | Completion Timeframe

- Ensure the required documents are ready and valid before proceeding

- Click on (**Start Service**) to log in using the UAE PASS and submit the request via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

Select the active permit to be extended.
(Note: The extension request must be submitted 15 days before the permit expiry date.)

Fill in the required data.
Upload the required supporting documents.

The applicant receives a notification via email with the request reference number. The applicant can follow the request status through the electronic system after logging into the account.

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives the permit electronically.

- **In case of Rejection**: The applicant receives an electronic notification rejecting the request.

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response

Section 5: Social services and community initiatives

Fundraising Regulation Services

Service	**Request for Approval to Receive Foreign Donations** ⏰ Service Apply Time: 15 minutes 📅 SLA: 3 days Service Fee: Free
Service Description	A service that allows registered non-profit organizations to request an official request for approval to receive donations from foreign entities outside the country, ensuring that all funding sources comply with the UAE laws and approved regulation
Terms and Conditions	The donation's purpose must align with the organization's objectives and its articles of association, in accordance with the country's approved regulations.
Target Groups	Registered non-profit organization
Required Documents	A copy of the donor organization's license. Approval from the Board of Directors or Board of Trustees to accept the donation.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

For more information about the MOCE's services, please visit the Ministry's digital platform **[here]**.

Section Five: Social Services

Customer Journey to Request Approval to Receive Foreign Donations via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Request Approval to Receive Foreign Donations**)

- Click on (**Details**) to display the service card which includes:

Service Description | Target Audience | Conditions, Required Documents | Completion Timeframe

- Ensure the required documents are ready and valid before proceeding.

- Click on (Start Service) to log in using the UAE PASS and submit the request via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

- Fill in the required data

- Upload the required supporting documents.

The applicant receives a notification via email with the request reference number. The applicant can follow via the non-profit organisations Platform.

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives the approval letter via the non-profit organisations Platform.

- **In case of Rejection**: The applicant receives an electronic notification rejecting the request.

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response

Section 5: Social services and community initiatives

place of worship for non-Muslims Services

Service	**Apply for a License to Establish a Place of Worship for Non-Muslims** ⏰ Service Apply Time: 30 minutes 🗓 SLA: 60 days Service Fee: Free
Service Description	The Ministry of Community Empowerment enables individuals seeking to establish places of worship for non-Muslims in the country to submit a licensing application through the Ministry's official website, in accordance with the provisions of the UAE Law No. (9) of 2023 on the Regulation of Places of Worship for Non-Muslims and its executive regulations.
Terms and Conditions	• The house of worship to be licensed must belong to one of the religions, sects, or creeds whose practices, rituals, and worship in the UAE are defined by the relevant committee • The number of founding members must not be less than twenty, subject to the following conditions: • The member's age must not be less than forty, although the competent authority may waive this condition • The member must have full legal capacity • Must be a follower of the religion, sect, or creed for which the place of worship is being licensed and submit a declaration to that effect. • Must have resided in the country for at least five (5) years prior to submitting the application. • Must provide a recommendation certificate from the parent place of worship designated by the committee. • Must not hold diplomatic status. • Must provide evidence of the financial capability to establish and operate the place of worship.
Target Groups	Residents in the United Arab Emirates who belong to religions, sects, or faiths recognized by the state.
Required Documents	**First: Preliminary Approval stage**: • A copy of the religious logo or symbol of the house of worship **Second: Final Approval stage** • A Certificate of Good Conduct (Criminal Record) • • A copy of the approval from the relevant authorities within the geographical area of the place of worship to be licensed • • An estimated statistical statement of the number of members belonging to the religion, sect, or creed for which the house of worship is to be licensed and residing within the geographical area of the house of worship • • The plan and title deed of the land on which the house of worship will be built, or • • The plan and title deed of the building to be converted, modified, or used as a house of worship • • Approved engineering drawings for any required additions to the building, if applicable • A copy of the estimated draft budget regarding the costs of establishing and operating the house of worship and the necessary financial resources for this.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

For more information about the MOCE's services, please visit the Ministry's digital platform **[here]**.

Section Five: Social Services

Customer Journey to Establish a Place of Worship for Non-Muslims via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Establish a Place of Worship for Non-Muslims**)

- Click on (**Details**) to display the service card which includes:

Service Description | Target Audience | Conditions, Required Documents | Completion Timeframe

- Ensure the required documents are ready and valid before proceeding.

- Click on (**Start Service**) to log in using the UAE PASS and submit the request via the website.

- After entering the UAE PASS number, a verification notification will be sent to the phone registered in the UAE PASS App to complete the login process.

- Fill in the required data.
- Upload the required supporting documents.

The applicant receives a notification via email with the request reference number. The request status can be followed through the "My Institutions" page after logging into the account.

The applicant receives a notification about the request result:

- **In case of Approval**: The applicant receives a permit to establish the place of worship.

- **In case of Rejection**: The applicant receives electronically a decision rejecting the license with the reasons for rejection stated.

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response

Section Five: Social Services

→

Customer Services

The Ministry provides customer services reflecting its commitment to building strong and continuous communication with all segments of society. This approach enhances feedback mechanisms and elevates the overall customer experience. The service encompasses three sub-services — **Inquiries**, **Suggestions**, and **Complaints** — designed to listen to customers, address their needs efficiently and effectively, and reinforce the spirit of partnership while improving the quality of government services.

Inquiries Service
Suggestions Service
Complaints Service

Service	**Apply for Inquiry Service** ⏰ Service Apply Time: 1 minutes 📅 SLA: 2 days Service Fee: Free
Service Description	This service allows inquiries about the Ministry's services, initiatives and events, or inquiring about the status of the application for previously provided services, or any other inquiries that customers may have.
Terms and Conditions	No Conditions Apply.
Target Groups	Individual Community
Required Documents	No document required
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Customer Journey to Request Inquiry Service via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Inquiry**)

- Click on (**Details**) to display the service card which includes:

Service Description / Target Audience / Conditions, Required Documents / Completion Timeframe

- Ensure the required documents are ready and valid before proceeding.

- Fill in the required data.

- Upload the supporting documents (if any).

- Send the request.

1. Visit and Start

2. Learn about the Service

3. Fill out the Electronic Application Form

4. Follow-up and Response

The customer receives a notification via the registered email confirming the request registration.
The request status can be followed through the (**My Requests**) page after logging into the account.

Notify the customer of the final result regarding the inquiry and necessary support.
Close the request in the system.
Send a survey to measure customer satisfaction with the service.

Receive the Result

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response

Service	**Apply for Suggestions Service** ⏰ Service Apply Time: 1 minute 📅 SLA: 5 Working Days Service Fee: Free
Service Description	This service allows submitting any suggestions within the scope of the Ministry's services and initiatives to improve the quality of life and develop a better experience for its customers.
Terms and Conditions	No Conditions Apply.
Target Groups	Individual Community.
Required Documents	No documents required.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application.

Customer Journey to Request Suggestions Service via the Website

- Access the website via the link http://www.moce.gov.ae/

- From the main menu, select (**Services**)

- Then click on the service (**Suggestions**)

- Click on (**Details**) to display the service card which includes:

Service Description | Target Audience | Conditions
Required Documents | Completion Timeframe

- Ensure the required documents are ready and valid before proceeding.

- Fill in the required data.

- Upload the supporting documents (if any).

- Send the request.

- Fill out the Electronic Application Form

The customer receives a notification via the registered email confirming the request registration.
The request status can be followed through the (My Requests) page after logging into the account.

- Follow-up and Response

- Notify the customer of the final result regarding the suggestion.

- Close the request in the system.

- Send a survey to measure customer satisfaction with the service.

5. Receive the Result

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Follow-up and Response

Official Response

Service	**Apply for Complaints Service** Service Apply Time: 1 minute SLA: 5 Working days Service Fee: Free
Service Description	This service allows submitting feedback or complaints about previous applications for the Ministry's services, procedures, processes, and programs, with the aim of improving service quality and providing a better experience for customers.
Terms and Conditions	No Conditions Apply.
Target Groups	Individual Community
Required Documents	No documents are required.
Service Steps	1. Signing up on the website using your UAE Pass 2. Submitting the application and attaching the required documents. 3. Completion of the application

Customer Journey to Request Complaints Service via the Website

Access the website via the link http://www.moce.gov.ae/
From the main menu, select (**Services**)
Then click on the service (**Complaints**)
Click on (**Details**) to display the service card which includes:
Service Description: Target Audience / Conditions
Required Documents / Completion Timeframe
Ensure the required documents are ready and valid before proceeding.
Fill in the required data.
Upload the supporting documents (if any).
Send the request.

Visit and Start
Learn about the Service
Fill out the Electronic Application Form
Follow-up and Response
The customer receives a notification via the registered email confirming the request registration. The request status can be followed through the (My Requests) page after logging into the account.
Notify the customer of the final result regarding the complaint handling.
Close the request in the system.
Send a survey to measure customer satisfaction with the service.
Receive the Result

Visit and Start

Learn about the Service

Verification and Registration

Fill out the Electronic Application Form

Official Response

Section Six: Community Initiatives and Programs

Section Six: Community Initiatives and Programs

971 FROM THE COMMUNITY

Initiative: 971 from the Community

The "971 from the Community" serves as a practical embodiment of the Ministry's vision to shift from "care to empowerment." It supports families benefiting from social and economic welfare to establish sustainable, productive home-based projects and enables them to enter the local market with confidence and professionalism.

The initiative embodies the Ministry's approach towards smart economic empowerment, based on community innovation, by providing an integrated support system including: registration, training, production, marketing, and financial empowerment. The initiative also aims to foster community partnerships with the third and private sectors to create genuine opportunities for financial self-reliance—driven from within the community and serving its interests—thereby strengthening individuals' capacity to adapt to social and economic transformations.

Initiative Objectives

- Empower capable families to establish home-based projects as an additional source of income.
- Foster a stimulating, collaborative environment for growth and sustainability.
- Enhance local production and community innovation.
- Support financial self-empowerment and achieve living independence.

Target Audience

- Families benefiting from social welfare programs who have home-based projects.

Application Mechanism

Digital registration via UAE PASS through the Ministry's platform.	Feasibility assessment and training based on project type.	Technical and production support provided through specialized partnerships.	Connecting to marketing initiatives and exhibitions.	Follow-up and development to achieve sustainability and shift from support to self-sufficiency.

Partners' Role

- **Third Sector Institutions:** Training, incubation, guidance.
- **Private Sector:** Marketing, distribution, providing success tools.
- **Government Entities:** Facilitating procedures and institutional support.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link " Here"

Section Six: Community Initiatives and Programs

Volunteering and Community Service

The "Volunteering and Community Service" initiative embodies the Ministry of Community Empowerment's approach to empowering people and enhancing social responsibility, by providing the opportunity for all members of society to participate in diverse volunteer activities covering 11 vital sectors, in cooperation with institutions from the government and private sectors and non-profit organisations. The initiative is launched through the national platform "Volunteers.ae", which represents an integrated volunteering system, allowing individuals to register, receive appropriate training and enhance skills, choose volunteer opportunities according to interests, in addition to documenting volunteer hours and contributions. The initiative seeks to embed a culture of volunteering as a genuine national value and to strengthen community solidarity by connecting individuals with impactful initiatives that address community needs, fostering a spirit of belonging and giving as part of our shared responsibility.

Initiative Objectives

- Promote a culture of volunteering as a sustainable practice reflecting Emirati values.
- Stimulate effective community participation in national and developmental priorities.
- Empower individuals from various groups to play an influential role in community development.
- Activate the role of the third sector as a main contributor to achieving community impact.
- Enhance social capital among individuals and institutions and achieve national cohesion.

Target Audience

- Members of the community of all ages and nationalities.
- Government and private institutions and non-profit organisations.

Application Mechanism

Register via the "Volunteers.ae" website: www.volunteers.ae

< Choose volunteer opportunities according to interests and sectors.

< Execute tasks and document volunteer hours electronically.

< Participate in qualifying training programs for volunteering.

< Actively participate in collective or individual volunteer initiatives.

Role of Entities and Institutions

- Provide volunteer opportunities that align with community needs and aspirations.
- Train and empower volunteers and ensure a safe volunteer work environment.
- Document impact and measure results.
- Motivate employees towards corporate volunteering.
- Participate in national campaigns linked to the initiative.

Join now and be a partner in creating impact and positive change.
To register and for more information, please visit the official website of the **Volunteers in UAE** platform via the following link" Here"

Section Six: Community Initiatives and Programs

تحدي المجتمع

Initiative: Community Challenge

An interactive platform aimed at enhancing individuals' connection to their national heritage and promote active participation in building a cohesive and prosperous society, through a series of monthly challenges. The initiative highlights authentic Emirati values and daily habits that reflect the spirit of belonging, giving, and family and community cohesion. Each challenge represents an opportunity for self-discovery, strengthening the relationship with family and community, and contributing to the consolidation of positive behaviors among generations.

Initiative Objectives

- Enhance national identity and pride in Emirati heritage.
- Empower the family and enhance community cohesion.
- Develop life and professional skills through experience and participation.
- Entrench a culture of volunteer work and humanitarian giving.
- Instill values of loyalty and belonging to the nation through realistic daily practices.
- Introduce resident community members to authentic Emirati habits and values.
- Enhance community participation in various positive practices.

Target Audience:

- Members of the community of all ages and groups.
- Government and private entities and non-profit organisations interested in spreading community values and enhancing national identity.

Participation Mechanism

We invite community members to participate by:

- Document the experience with a photo or video.
- Use the initiative's dedicated hashtags (# **Ministry of Community Empowerment, #CommunityChallenge, #TheYearOfCommunity, #OurCustomsAndTraditions, #CommunityValues.**
- Interact with the initiative's content published on the accounts of participating entities.

Role of Entities and Institutions

- Circulate challenges to employees and the community.
- Produce awareness content accompanying each challenge according to the entity's specialization.
- Re-share distinguished community participations and stimulate local creativity.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link " Here"

Section Six: Community Initiatives and Programs

حِـــوار المجتمَع

Initiative: Community Dialogue

The "Community Dialogue" initiative is an interactive platform aimed at enhancing effective community participation, through open meetings that bring together community members and decision-makers, to present vital community topics related to individuals and society, and contribute to generating realistic and shared solutions that support the journey of growth and community cohesion. The initiative seeks to stimulate constructive discussion and empower individuals in a collaborative environment based on transparency, highlighting inspiring leadership and community models, within a framework of shared social responsibility.

Initiative Objectives

- Open direct dialogue channels between the community and decision-makers.
- Shed light on inspiring community and leadership models.
- Raise public awareness and enhance a culture of dialogue.
- Support the orientation towards realistic solutions with the community's voice.

Target Audience

- Community members of all ages and groups.
- Decision-makers and representatives of government, private entities, and non-profit organisations.

Application Mechanism

Organize in-person dialogue sessions.

Select topics of community priority in coordination with relevant entities.

Nominate speakers and official representatives from relevant entities.

Role of Participating Entities

- Nominate speakers to participate in the dialogues according to the entity's specialization.
- Provide content, data, or initiatives supporting the discussion.
- Highlight participation through institutional channels to enhance community transparency.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link " Here "

Section Six: Community Initiatives and Programs

تمكين°360

Empowerment 360

Empowerment 360 is a platform for strategic meetings organized by the Ministry of Community Empowerment within the framework of Customer Councils. It aims to present updates on programs, policies, and services, and open direct dialogue channels with customers and its partners to understand the community reality, identify challenges, and set priorities. These meetings contribute to improving service quality and developing community programs based on the community's vision, reflecting the Ministry's commitment to the participatory empowerment approach and enhancing shared social responsibility.

Initiative Objectives

- Open direct dialogue with individuals and entities on priority topics.
- Present the Ministry's orientations and provide updates on programs and services.
- Monitor and analyze customer needs and the challenges they face.
- Transform dialogue outcomes into real development opportunities.
- Enhance a culture of participation and transparency in community decision-making.

Target Audience

- Beneficiaries of the programs and services provided by the Ministry.
- The Third Sector and community partner entities.
- Relevant government and private entities in the fields presented.

Implementation Mechanism:

| Organize periodic in-person councils and meetings. | Dedicate each meeting to a specific theme or target group. | Present Ministry updates, and open the floor for discussion and feedback. | Collect and analyze recommendations and raise them to specialized teams for implementation and follow-up. |

Role of Participating Entities:

- Participate in dialogue meetings through specialized representatives.
- Present programs and policies related to the proposed theme.
- Monitor challenges and propose solutions based on the community's vision.
- Incorporate outputs into institutional improvement plans.
- Continuous coordination with the Ministry in designing and activating meetings.
- Enhance the entity's community and media presence through positive interaction.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link " Here "

Section Six: Community Initiatives and Programs

Community Events Agenda

The "Community Events Agenda" is a comprehensive community platform for celebrating national occasions, international days, and seasonal events through interactive activities and events that reflect the values of identity, belonging, and community cohesion.

The initiative seeks to transform these occasions into opportunities for gathering, showcasing talents and skills, and sharing interests and passions, in partnership with community members, government and private entities, and third sector organisations. The initiative also provides an integrated annual agenda linking occasions and events with the goals of the 'Year of Community 2025', to be a living platform for entrenching Emirati values, enhancing community participation, and achieving shared responsibility.

Initiative Objectives

- Celebrate national occasions, international days, and seasonal events.
- Enhance values of belonging and national identity among participating community members and institutions.
- Stimulate volunteer work and community initiatives related to occasions.
- Unify institutions' efforts in organizing joint and impactful events.
- Highlight the role of the third sector and community in creating events and celebrations.

Target Audience

- Ministry employees and their families.
- Community members.
- Government and private institutions.
- non-profit organisations and the third sector.

Implementation Mechanism

Prepare an annual agenda for community occasions and events.

Organize community events, workshops, and competitions.

Involve volunteers via the "Volunteers.ae" platform in planning and organization.

Produce digital media content documenting events and highlighting their impact.

Implement celebratory activities at the Ministry headquarters and Customer Happiness Centers.

Partners' Role

- **Government Sector:** Logistical and organizational support.
- **Private Sector:** Event sponsorship and contribution to creative content.
- **Third Sector:** Stimulating community participation and involving volunteers.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link "Here "

Section Six: Community Initiatives and Programs

Vocational Training

One of the developmental initiatives launched by the Ministry of Community Empowerment to provide specialized training programs that enable community members to acquire the necessary skills to engage in the labor market or launch their own projects through vocational training programs that keep pace with future transformations and enhance their readiness and competitiveness. The initiative reflects the Ministry's orientation towards investing in people, by developing a set of technical, digital, cognitive, and other skills, in partnership with various leading institutions. The initiative contributes to expanding economic empowerment opportunities and community participation, and creating flexible career paths that contribute to achieving financial independence, job stability, and enhancing community productivity.

Initiative Objectives

- Prepare university students and graduates for the labor market through practical training.
- Develop the professional and life skills of beneficiaries of social welfare programs.
- Enhance employment opportunities or starting private projects.
- Build a qualified generation capable of adapting to future career requirements.
- Link training programs with realistic practical opportunities.

Target Audience

- University, institute, and college students.
- New graduates from various specializations.
- Beneficiaries of social welfare programs.

Implementation Mechanism

Design diverse training paths.	Receive registration requests via the website	Provide training certificates.	Implement training in cooperation with specialized institutions.	Post-training follow-up (career guidance, job opportunities, or support for startup projects) for beneficiaries of social welfare programs.

Partners' Role:

- **Universities and Institutes:** Nominate students and provide joint training content.
- **Training Institutions:** Implement accredited and specialized programs aligned with the labor market.
- **Private Sector:** Provide practical training opportunities and employment for qualified beneficiaries from social welfare programs.
- **Government Sector:** Logistical support and institutional motivation to enhance the participation of target groups.

For more information, please visit the official website of the Ministry of Community Empowerment via the following link " Here "

Section Seven:
Integrated Digital
Services System

Section Seven: Integrated Digital Services System

The Ministry's Website

The official platform that provides users with easy and secure access to all services and information offered by the Ministry. The portal aims to enhance the customer experience by delivering integrated digital services that advance digital transformation and streamline government procedures.

Main Features		
Comprehensive digital services	A user-friendly interface with logically structured content and seamless navigation.	A design compatible with all devices and screens, accessible and suitable for all segments of society.
Security and Privacy High-level protection for data and transactions.	Multi-language Support**:** Through a multi-language interface supporting easy browsing for People of Determination. " "	**Smart Search:** Through an advanced search engine for quick access.

Advantages of Digital Services	Main Sections
Unified Registration: Single Sign-On (UAE PASS).	**About the Ministry:** Information about the Ministry and its vision.
Personal Customer Dashboard: For managing requests.	**Services:** Comprehensive list of categorized services.
Pre-filled Data: To save time.	**Media Center:** News, announcements, and events.
Automatic Tracking: Of request and transaction status.	**Open Data:** Public data and statistics.
	Contact Us: Tools for communication with the Ministry and Customer Happiness Centers.

Browse and Request Services: **Search for Services:** Use the search bar or browse categories. **Submit Request:** Fill out the application and attach documents. **Follow-up on Request:** Track request status via the customer dashboard "**My Requests**". The website relies on registration mechanisms using the UAE PASS as the main option, in addition to the registration method using the Emirates ID for social welfare services, ensuring ease of access while maintaining the highest standards of security and privacy.	**Registration:** **Access the Website:** Visit the website via the link "here ". **Login Options:** Use UAE PASS or Emirates ID. **Activate Account:** Enter verification code and complete data.	**Step-by-Step Guide to Using the Website**

The website relies on registration mechanisms using the UAE PASS as the main option, in addition to the registration method using the Emirates ID for social welfare services, ensuring ease of access while maintaining the highest standards of security and privacy.

Section Seven: Integrated Digital Services System

UAE PASS and Data Management

UAE PASS System

It is a unified national system for citizens and residents of the UAE, allowing users single sign-on access to government and private entity services, conducting transactions, and digital signing of documents, without the need to personally visit Customer Happiness Centers, easily and securely.

Main Features

Single Sign-On: Access to services of more than 200 government and private entities with one ID number.

Digital Signature: Sign documents and transactions electronically with legal recognition.

Secure Authentication: Multi-level authentication system to ensure account security.

Digital Documents: Access personal documents and records anytime, anywhere.

Instant Notifications: Receive instant notifications on transaction and request status.

Delegate Others: Ability to delegate another person to complete transactions on your behalf.

How to :Register

Self-Registration:

Download the UAE PASS app.

Enter personal data.

Registration at Customer Happiness Centers:

Visit an accredited Customer Happiness Center.

Present the original Emirates ID card.

How to :Use

Accessing Government Services:

Select the "Sign in with UAE PASS" option

Confirm login through the UAE PASS application

Gain direct access to services

Digital Document Signing:

Select the document to be signed

Choose the "Sign with UAE PASS" option

For more details on the topic or to request any support:

For support and assistance, please visit the following link here

Communicate via the number: 600561111.

You can visit the official website via the link here

Section Seven: Integrated Digital Services System

Data Protection and Information Security Policy

Aims to establish a comprehensive framework ensuring the privacy and security of customer data, by complying with local and international legislation and standards in data protection, and building trust in the digital services provided.

Core Principles		
Transparency: Clear disclosure of data collection and processing mechanisms.	**Informed Consent:** Obtain explicit consent before collecting or using data.	**Data Minimization:** Collect only necessary data for service delivery.
Purpose Limitation: Use data for the specified purpose only.	**Confidentiality:** Maintain data confidentiality and privacy.	**Data Integrity:** Ensure data accuracy and integrity.

Security Measures	Customer Rights
Encryption: Encrypt data during transfer and storage.	Right of Access: Access stored personal data.
Multi-Factor Authentication: Multiple layers of identity verification.	Right of Rectification: Correct inaccurate data.
Firewalls: Protect systems from cyber attacks.	Right of Erasure: Request data deletion in certain cases.
Continuous Monitoring: Continuous monitoring of login activities and data traffic.	Right to Restrict Processing: Restrict data processing under specific circumstances.
Backup: Regular backups to ensure data continuity.	Right to Data Portability: Transfer data to another entity.
Security Updates: Periodic updates for systems and software.	Right to Object: Object to data processing for specific purposes.

Incident Handling Protocols	Regulatory Compliance
Incident Response Plan: Organized response to information security risks.	Compliance with Federal Decree-Law No. (45) of 2021 regarding the Protection of Personal Data.
Response Team: Specialized team to handle security risks.	Conformity with Information Security standards (ISO27001).
Notification of Affected Parties: Mechanism to notify customers if their data is compromised.	Adherence to global best practices in data protection.
Analysis and Documentation: Analyze and document incidents to prevent recurrence.	Periodic review and auditing for compliance.
Recovery and Data Restoration: Data recovery and restoration plans.	Continuous update of policies according to legislative developments.

Awareness and Training

- Continuous training for employees on data protection policies.
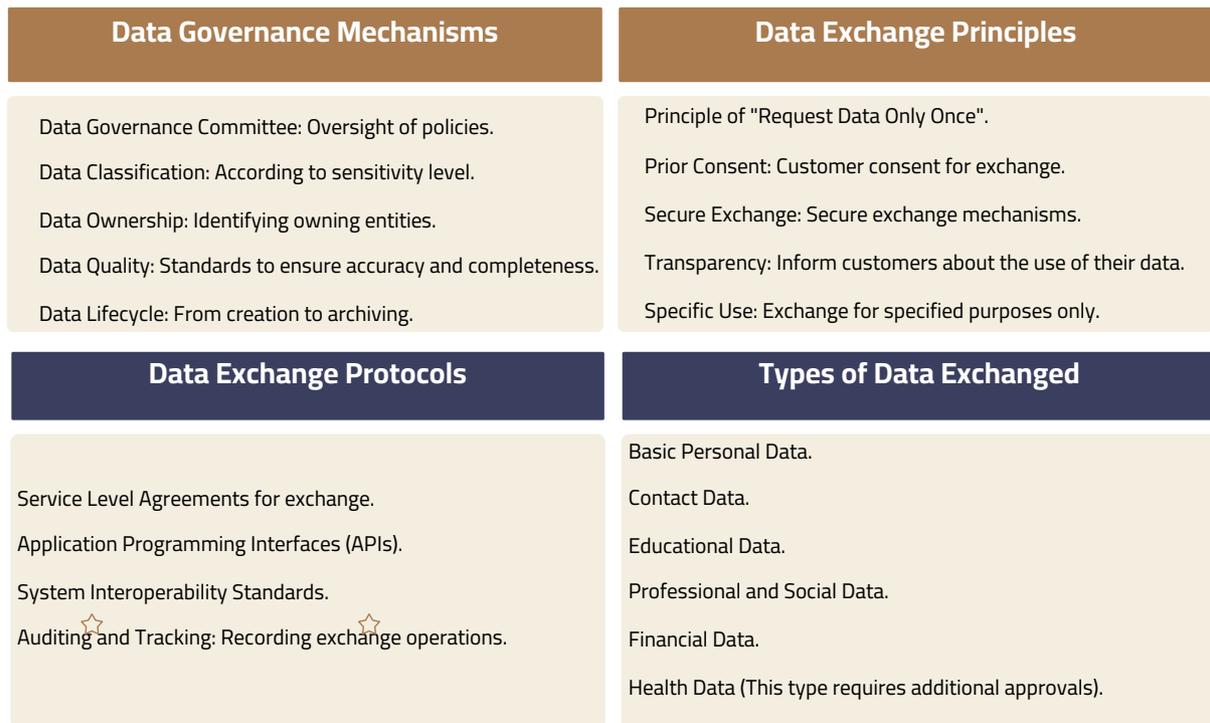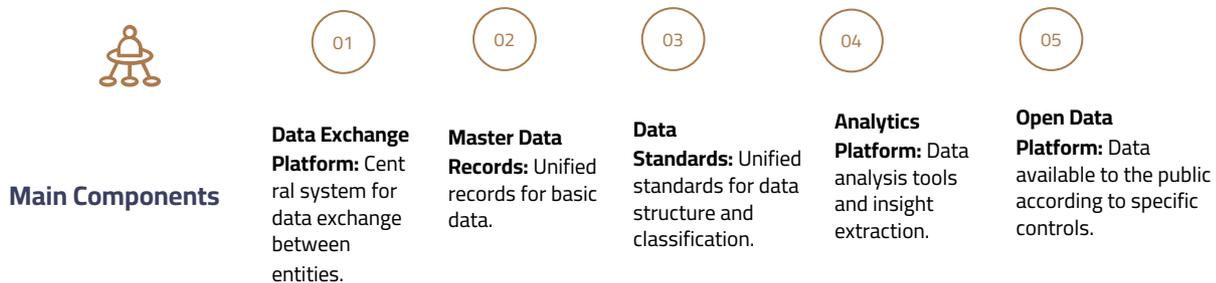- Awareness programs for customers on information security.
- Awareness campaigns about electronic fraud risks.
- Periodic bulletins on best practices in cybersecurity.

Section Seven: Integrated Digital Services System

Integrated and Shared Data Model

Represents a comprehensive framework for managing and exchanging data between various government entities, ensuring data accuracy and integrity, enabling the delivery of integrated and simplified services to customers, and supporting data-driven decision-making.

Main Components

01 **Data Exchange Platform:** Central system for data exchange between entities.

02 **Master Data Records:** Unified records for basic data.

03 **Data Standards:** Unified standards for data structure and classification.

04 **Analytics Platform:** Data analysis tools and insight extraction.

05 **Open Data Platform:** Data available to the public according to specific controls.

Data Governance Mechanisms

Data Governance Committee: Oversight of policies.

Data Classification: According to sensitivity level.

Data Ownership: Identifying owning entities.

Data Quality: Standards to ensure accuracy and completeness.

Data Lifecycle: From creation to archiving.

Data Exchange Principles

Principle of "Request Data Only Once".

Prior Consent: Customer consent for exchange.

Secure Exchange: Secure exchange mechanisms.

Transparency: Inform customers about the use of their data.

Specific Use: Exchange for specified purposes only.

Data Exchange Protocols

Service Level Agreements for exchange.

Application Programming Interfaces (APIs).

System Interoperability Standards.

Auditing and Tracking: Recording exchange operations.

Types of Data Exchanged

Basic Personal Data.

Contact Data.

Educational Data.

Professional and Social Data.

Financial Data.

Health Data (This type requires additional approvals).

This type requires additional approvals.

Customer Empowerment

Data Control Dashboard.

Notifications and Reports.

Withdraw Consent.

Participation Record.

Data Usage Reports.

Section Seven: Integrated Digital Services System

Institutional Integration and Interconnection System

Represents the cornerstone in achieving digital integration between various services and government entities, enabling the sharing of data and information in a real-time, secure, and effective manner, contributing to simplifying procedures, improving customer experience, and raising the efficiency of government services.

Integration and Interconnection Mechanisms	Types of Integrated Data	
Application Programming Interfaces (APIs). Secure Exchange Protocols.	Basic Personal Data. Contact Data. Educational Data.	Professional and Social Data. Financial Data Health Data.

Impact of Integration on Improving Customer Experience

Request Data Once: Provide data once and use it multiple times.	**Simplify Procedures:** Reduce steps and time needed to complete transactions.	**Consistent Experience:** Unified experience across different services and channels.
Reduce Required Documents: Automatically retrieve data from trusted sources.	**Increase Data Accuracy:** Using data from original sources ensures its accuracy.	**Instill Transparency Principle:** Clarity on how data is used and shared

Examples of Data Integration

Government Integration Platforms (e.g., Government Services Observatory, Telecommunications Regulatory Authority).

National Registries (e.g., Identity and Nationality in support data, National Registry for Public Benefit Institutions, National Economic Registry).

Partners' Systems in Public and Private Sectors (e.g., ADNOC Distribution, Zakat Fund, Awqaf).

**SECTION 8:
Customer
Happiness
Centers**

SECTION 8: Customer Happiness Centers

Centers Design

Customer Happiness Centers are integrated, interactive environments focused on delivering an exceptional customer experience characterized by efficiency, creativity, and innovation, all within a stimulating environment that combines comfort with advanced technology.
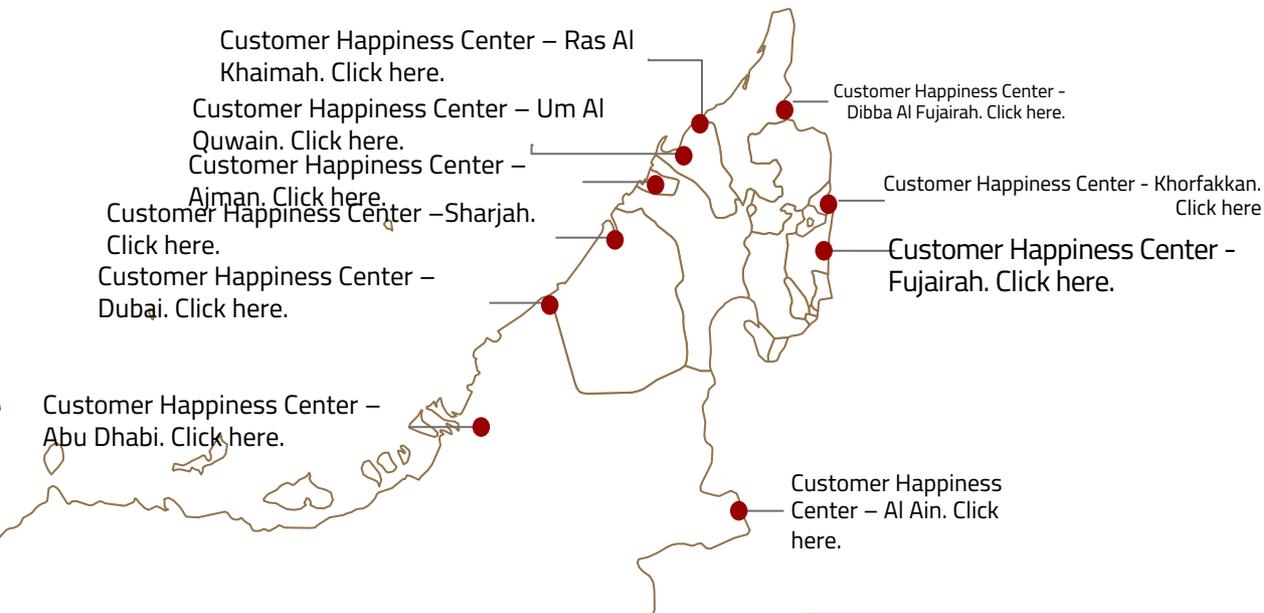
| Sustainability and inclusivity | Continuous innovation | Exceptional experience | Customer centricity | **Design concept and quality standards** |

Applied Quality Standards: The Emirates Government Service Excellence Program

Equipment	Spaces
· Comfortable furniture · Lighting systems · Air conditioning and ventilation systems · Display screens and interactive information systems · Special equipment/facilities for people of determination and senior citizens	Wide and comfortable spaces Specialized functional division of spaces Spacious corridors that facilitate movement Dedicated spaces for seating and relaxation Dedicated spaces to ensure privacy when requesting services Dedicated spaces for children and people of determination

Smart Service Technologies and Systems

| **Customer Experience Measurement System**
Evaluation devices placed at different service points. | **Interactive Information Screens**
Provide information about services and guidance for customers. | **Self-Service Platforms**
Smart kiosks that enable customers to complete services independently without the need for staff assistance. |

SECTION 8: Customer Happiness Centers

Centers' Locations and Contact Information

Customer Happiness Center – Ras Al Khaimah. Click here.

Customer Happiness Center – Um Al Quwain. Click here.

Customer Happiness Center – Ajman. Click here.

Customer Happiness Center –Sharjah. Click here.

Customer Happiness Center – Dubai. Click here.

Customer Happiness Center – Abu Dhabi. Click here.

Customer Happiness Center - Dibba Al Fujairah. Click here.

Customer Happiness Center - Khorfakkan. Click here

Customer Happiness Center - Fujairah. Click here.

Customer Happiness Center – Al Ain. Click here.

Direct Communication Channels	Working hours
Unified Contact Center: 800623 **Instant Messaging via WhatsApp:** 800623 **Live Chat (Chatbot)** via the official website **Email:** info@moce.gov.ae	**Monday to Thursday:** From 7:30 AM until 3:30 PM **Friday:** From 7:30 AM until 12:00 PM

Connect with us through social media

Email
info@moce.gov.ae

Social Media Platforms
@moceuae

Website
www.moce.gov.ae

Live chat - WhatsApp:
800623

Customer Services: Service Inquiries - Suggestions Service - Complaints Service

To request services, please visit the website and select the appropriate service via the link here

SECTION 8: Customer Happiness Centers

Facilities and Support Services

Support Services for People of Determination

Customer Happiness Centers provide support services for categories including senior citizens,

people of determination and others, such as:

Priority for Special Categories: Senior citizens, people of determination (people with disabilities), and pregnant women.	Provision of wheelchairs Sign language interpretation service Delivery service for the social support card	Priority in service with a dedicated path Qualified employees Escort service to and from the car

Facilities and Equipment

• **Comfortable and suitable seats** • **Appropriate lighting** • **Signage and guidance materials** • **Employees qualified to deal with senior citizens** •	• **Dedicated parking spaces close to the entrance** • **· Ramps and paths equipped for wheelchair use** • **· Wide automatic doors** • **· Dedicated and equipped restrooms**

Break Area and Waiting Space

· **Children's play area** · **Quiet reading and study area** · **Hospitality area** · **Dedicated publications corner** · **Separate prayer rooms for men and women**	· **Comfortable seats** · **Display screens for queue numbers** · **Educational and informational screens** · **Dedicated workspace** · **Free wireless internet service (Wi-Fi)**

Other support services

First Aid Service Employees qualified in first aid	**Photocopying and Printing Services** **Available during official working hours**

SECTION 9:
Partnership
and
Collaboration

SECTION 9: Partnership and Cooperation

The Ministry of Community Empowerment seeks to achieve institutional integration at the federal, local, private, and international levels. It focuses on expanding the scope of social impact through quality partnerships that create added value for the community, with a continuous emphasis on supporting sustainable development. This vision reflects the Ministry's commitment to building effective relationship between various sectors, and represents a comprehensive methodology that combines innovation and positive impact in the community.

Partnership with the Private Sector	Government Partners and Integration Mechanisms
Areas of Partnership: Financial institutions and national banks Private companies and establishments NPOs specializing in the social sector Cooperation Strategy: Corporate Social Responsibility (CSR) programs, supporting joint developmental initiatives, economic empowerment, and providing opportunities for economic and social empowerment.	Federal Ministries, Authorities, and Institutions Local Councils, Departments, Authorities, and Institutions National Universities and Educational Institutions Government Integration Mechanisms: Data exchange and electronic linkage, joint coordination to ensure service integration, digital platforms, and joint task forces
Joint Cooperation Initiatives	Cooperation with International Institutions and Organizations
· Knowledge Exchange Programs: Workshops, training courses, conferences and joint training programs · Joint Projects: Social empowerment initiatives, support programs for targeted groups, research projects, community initiatives	International Partners: International Organizations (United Nations, World Bank, global organizations) Research and Study Centers (International universities, specialized research centers) Exchange of expertise and signing MoUs with countries advanced in the social sector Areas of International Cooperation: Exchange of expertise, training programs, joint studies, and transfer of distinguished practices.

Partnership with Third Sector Institutions and Volunteer Programs

Supporting Third Sector Institutions: Facilitating procedures, capacity building, technical and financial support, linkage and integration.
Volunteering and Community Participation Programs: Volunteer registration, providing volunteer opportunities, promoting a culture of giving, honoring volunteers.

"For more information about partnerships and cooperation, please visit the Ministry's website 'here' or contact us at: Partnerships@mocd.gov.ae"

SECTION 10:
FAQs AND
Technical
Support

SECTION 10: FAQs AND Technical Support

Frequently Asked Questions (FAQs)
The Ministry provides a comprehensive set of answers to the most common questions raised by customers, with the aim of offering clear and fast information to facilitate their access to services.

General Questions about the Ministry and its Services

How can I submit a suggestion or a complaint?
Suggestions and complaints can be submitted through:
The Ministry's website via Customer Services
Unified Contact Center (800623)
Email: info@moce.gov.ae

What are the basic required documents to obtain the Ministry's services?
The basic documents include:
Valid Emirates ID
Service-specific documents (these vary depending on the nature of the service and the target groups)

What is the Vision and Mission of the Ministry of Community Empowerment?
Vision: A cohesive community empowered by the capabilities of its individuals.
Mission: Building a cohesive and interconnected society by empowering its individuals, activating the role of the third sector, and promoting the values of shared responsibility and solidarity among all members of the community.

What are the target groups for the Ministry's services?
The Ministry's services target several main categories, including:
Citizens (Individuals and Families)
People of Determination (people with disabilities)
Non-profit organizations (NPOs)
Followers of other religions for serving non-Muslim places of worship

What service delivery channels are available?
The Ministry's official website
Unified Contact Center (800623)
Social media platforms
Customer Happiness Centers in various Emirates
What are the working hours for the Customer Happiness Centers?
Monday to Thursday: From 7:30 AM until 3:30 PM
Friday: From 7:30 AM until 12:00 PM
Saturday and Sunday: Official public holiday

For more information about frequently asked questions regarding the Ministry's services and programs, please visit the website 'here'.

SECTION 10: FAQs AND Technical Support

Questions about Social Welfare Services

What is the value of the social Welfare provided by the Ministry?
The value of the support varies according to the beneficiary category and the social and economic circumstances, as the value is determined based on the social and economic status of individuals and families.

How can I follow up on my social welfare application?
The application can be followed up through:
The Ministry's website – "My Applications"
Unified Contact Center (800623)
Visiting the nearest Customer Happiness Center

How can I apply for the service?
To apply for the service, the following steps must be followed:
Apply for the service via the Ministry's website
Fill out the data and attach the required documents
Acknowledge and submit the application

Who is eligible for Social welfare? \
The categories eligible for social support include:
UAE Citizen Individuals/Families:
A child suffering from difficult living conditions
Children of an imprisoned person
People of unknown parentage
Orphans
Low-income individuals (employee / retiree)
Individuals with health disability/incapacity
People of Determination (people with disabilities):
Employee / Retiree
Children
Unemployed
Unemployed individuals aged (25 – 44)
Unemployed individuals aged 45 and over
A woman suffering from difficult living conditions:
Deserted
Divorced
Wife of an imprisoned person
Wife of a foreigner unable to work
Widow

What are the required documents to apply for Social welfare?
The required documents include:
General Documents:
Emirates ID.
Detailed salary certificate for the head of the family and the wife/wives.
Documents proving rental income from real estate (such as lease contracts / ownership percentage) for the head of the family and the wife/wives.
Proof of commercial license income for the head of the family and the wife/wives.
Proof of continued university education or enrollment in National Service for non-working children aged between 20 and 24.
In addition to other documents according to the eligible categories and cases: You can visit the service card on the website by visiting the link here.

"For more information regarding frequently asked questions about the Ministry's services and programs, please visit the website 'here'."

SECTION 10: FAQs AND Technical Support

Questions about Digital Platforms and Their Use

Unified Contact Center
The **Unified Contact Center** is the primary channel for direct communication with customers and for providing support and assistance.

Contact Information
Unified Number: 800623
Official Working Hours:
Monday to Thursday: From 7:30 AM until 3:30 PM
Friday: From 7:30 AM until 12:00 PM
Available Languages: Arabic and English

Services Provided
Answering general inquiries
Providing information about programs and services
Receiving and registering complaints and suggestions
Following up on the status of applications
Directing customers to the appropriate channels
Providing initial technical support

Service Levels
Waiting Time: No more than **20 seconds**
First Call Resolution Rate: 85% of inquiries
Processing Time for Transferred Cases: 24 hours maximum
Customer Satisfaction Rate (Target): 95% target

Communications Management System
Advanced system for communications management and smart distribution
Automatic call recording system to ensure quality
Automatic escalation system for urgent cases
Follow-up and case closure system
Service rating system after every call

How can I register on the Ministry's website?
Registration Steps:
Visit the Ministry's website here
Click on "New Registration"
Enter the required data and verify it via UAE PASS
Start using the platform according to your interests

How can I create a UAE PASS account?
Register in 3 simple steps through digital registration:
Download the official UAE PASS application
Register your account using your Emirates ID, GCC ID, or passport
Verify your account using the facial recognition feature or by visiting a UAE PASS service kiosk/station
For more information, visit the link here.

What should I do if I encounter a technical issue on the Ministry's website?
In case you face a technical problem:
Browse the website with a different browser
Contact the Ministry through:
Contact Center: 800623
Email: info@moce.gov.ae
Visit the nearest service center (to view the list of centers, click here)

For more information regarding frequently asked questions about the Ministry's services and programs, please visit the website via the link 'here'.

Section 11:
Appendices

Section 11: Appendices

Related Website Links

Official Government Websites and Platforms

- The Official Portal of the UAE Government

- Ministry of Community Empowerment

- Federal Competitiveness and Statistics Center

- United Arab Emirates Legislations

- UAE PASS
- Volunteers.ae
- The UAE Design System

Regulations Governing Services

Federal Laws By Decree

- Federal Decree-Law on Social Support and Empowerment

- Federal Decree by Law Concerning the Regulations of Public Welfare Association

- **Federal Laws**

- Federal Law Regulating Donations

- Federal Law on the Volunteer Work

Cabinet Resolutions

- Cabinet Resolution Regarding the Control of Social Support Disbursement to Unemployed Individuals

- Cabinet Resolution Concerning the Executive Regulation of Federal Law Regulating Donations

- Cabinet Resolution Regarding the Executive Regulations of Federal Decree-Law Regarding the Regulations of Public Welfare Associations

- Cabinet Resolution Concerning the Executive Regulations of Federal Law Concerning Volunteer Work

- Cabinet Resolution Regarding the Executive Regulations of Federal Decree by Law Regarding Social Support and Empowerment

National Charters, Strategies, and Programs

Emirates Government Service Excellence Programme

Emirates Government Service Excellence Program

Optimising customer happiness with public services

Section 11: Appendices

Glossary of Terms

Customer Pulse Survey: A tool used to measure customer satisfaction with government services, allowing users to provide feedback in the form of suggestions, complaints, or expressions of appreciation.

Strategic Framework: The overarching reference that defines the ministry's vision, mission, values, and strategic direction.

Key Performance Indicators (KPIs): Metrics used to evaluate the achievement of strategic objectives and the efficiency and quality of services delivered to customers.

Customer Experience Measurement Methodology: The processes and tools used to assess customer satisfaction through surveys and interactive journey mapping.

Customer Charter: A formal commitment by the ministry to deliver high-quality services grounded in human-centered values.

Exceptional Customer Experience: The design and delivery of services tailored to meet the specific needs and expectations of customers.

Customer Journey: The sequence of stages a customer goes through, from requesting a service to its completion.

User Personas / Inputs: Virtual representations of different customer segments, created using demographic and behavioral data (e.g., age, occupation, household size) to design services that meet the needs of each group.

Customer Happiness Centers: Dedicated facilities for serving customers, providing support, and ensuring direct engagement.

Digital Channels: Platforms including the website, call center, live chat, and email through which services are delivered.

Digital Identity (UAE PASS): A unified digital identity system in the UAE that enables customers to access all government, local, and private services with a single account, securely sign documents and transactions digitally, verify identity efficiently, and access services without in-person visits or repeated documentation.

Data Management and Protection: Policies and practices ensuring the confidentiality, integrity, and security of customer data.

System Integration: Connecting the ministry's platforms with government and private entities across the UAE for seamless service delivery.

Artificial Intelligence and Digital Transformation: Advanced technologies applied to enhance operational efficiency and improve the quality and effectiveness of services delivered to customers.