CUSTOMER CHARTER

Abu Dhabi Agriculture And Food Safety Authority has the objective to deliver services with regards to sustaining agricultural development for the Emirate of Abu Dhabi and ensuring the safety of food throughout the food chain.

Abu Dhabi Agriculture And Food Safety Authority is aligned to work towards Abu Dhabi Vision, and the Abu Dhabi Government Service Delivery Strategy objectives of becoming a more customer-centric and efficient government.

What you should expect from us:

Courteous
• We will treat you politely and with respect.
• Any problems you face will be addressed by Customer Service Employees at a personal level.

Information
• You will be dealt with by employees who are knowledgeable and capable of answering all of your queries.

Responsive
• We will attend to you in a timely manner and deal with you in sequence according to your arrival time.
• We will inform you of the requirements of the service requested and the possible delivery time.

Reliable
• We will strive to provide timely, efficient, and consistent delivery of a range of quality services in a transparent manner.
• We will work on achieving your expectations in the service you require.

Accessible
• We will seek to make our services accessible to our customers at times that are convenient, and via channels that are suitable to as much as possible.
• We will seek to decrease the number of interactions required with Customer Service employees in order to complete your service request.

Feedback
• We will give our customers the opportunity to provide feedback on the service received and respond to all queries in a timely manner without delay.

What we request from you:

• Treat our staff with courtesy, respect and dignity.
• Complete all paperwork and required documentation in advance.
• Inform us promptly if any mistakes were made on our behalf or from your side.
• Inform us when your personal information or circumstances related to a particular service changes.
• Promptly reply to queries from our Customer Service team in order for them to provide you with the best possible service.
OUR SERVICE VALUES

We are committed to achieving excellence through continuous improvement in service delivery. To achieve this, we will be guided by our core values and standards of service to meet the changing needs of our customers.

Values

Customer Centricity
I treat every customer as I wish to be treated, with integrity, respect and fairness, and foster strong relationships by providing exceptional customer experience.

Collaboration & Teamwork
I continuously search for opportunities to support my co-workers, and create a work environment of teamwork and collaboration so that the needs of our customers and each other are met.

Accountability & Empowerment
I understand my role in representing the Entity and delighting customers, and I am empowered to proactively and immediately own and fulfill their needs.

Continuous Improvement
I continuously encourage, support and seek opportunities to innovate and enhance the customer experience.

قيمة موظفي خدمة المتعاملين
نحن ملتزمون بتحقيق التميز من خلال التحسين المستمر في تقديم الخدمات، وتحقيق ذلك، فإننا سوف نسترشد بقيمةنا الأساسية والمعايير الخدمية المتميزة لتلبية الاحتياجات المتغيرة للمتعاملين.

قيم

التركيز على المتعامل
أن أحمي في معاملة المتعامل كما ي😍، بكفاءة واحترام، وانضاج، وقم أثناء التحسين وجودة العلاقات من خلال تقديم خدمة فريدة للمتعامل.

المصداقية والتمكين
 أنا على علم بأهمية قدرتي في الجهة التي أعمل فيها، وسعيد بخدمة المتعامل، كما أنني أسعى باستمرار لتفعيل كافة احتياجات بطريقة منظمة وممتعة.

التعاون والعمل الجماعي
أسعى باستمرار استكشاف الفرص المتاحة لدعم زملائي في إنشاء ومساندة بيئة عمل تجبر الأداء الجماعي، مع التعاون معتمد لتلبية كافة احتياجات المتعامل في الوقت المقرر.

استمرار التحسين
أسعى في تشجيع ودعم واستكشاف الفرص اللازمة لتعزز تجربة المتعامل.