

Services Catalogue 2022



www.ajmandof.ae

Introduction



The Financial Affairs of the Government of Ajman was established by Emiri Decree No. (8) of 2002, and in 2010 it was reorganized to be the Department of Financial and Administrative Affairs by Emiri Decree No. (4) of 2010, and in 2012 it was reorganized to be the Department of Finance by Emiri Decree No. (15) of 2012, and the Department of Finance provides distinguished financial services that contribute to achieving sustainable development of the Emirate of Ajman and enhancing the competitiveness of the country. The Department works to achieve this by supervising all financial affairs of the Government of the Emirate, by developing the annual general budget of the Government of Ajman and implementing the same in cooperation with all local government entities, issuing final accounts, and supervising public revenues. The Department of Finance also supervises the modernization, approval and development of government resources, in cooperation with the concerned government entities, prepares draft laws and local decrees related to financial affairs, and provides advice and technical support to government departments in the areas of applications of the unified financial system of the Government of the Emirate.

About the Services Catalogue :

This Catalogue to represent the embodiment of the services strategy of the Department of Finance in Ajman, which stems from the constant endeavor to ensure customer confidence in an environment of innovation, this Catalogue has been developed to ensure the provision of a proactive level of services and to be a comprehensive reference on the services of the Department through its digital and diverse channels.



The Objective of Catalogue:

- ◆ Awareness customers about the services provided by the Department, in order to meet their current and future needs and requirements.
- ◆ Facilitate the customer experience by providing comprehensive information for all the department's services.

Importance of Catalogue:

The importance of the Catalogue, and the purpose of its preparation is as follows:

- ◆ Define the services provided to customers by describing the services and clarifying the requirements for securing them, and other relevant information.
- ◆ Define the categories of customers and the services provided to each category.
- ◆ Explain the customers' journey in the department, and the channels of service delivery.
- ◆ Enhance harmony between the organizational units of the Department in order to strengthen the relationship with customers of various categories.

Catalogue scope of application:

This Catalogue includes all the services provided by the Department classified according to the quality of service provided, and the mechanism used to provide the service permanently, in line with the requirements of the global star system for service classification..

Definitions and terms



The Department

Department of Finance in Ajman.

Services

The results of carrying out a transaction that correspond to the specific requirements / group of operations carried out by the department that meet the current and future needs of customers.

Clients

(individual(s) or entity(s) all those who receive the service and benefit from the results of carrying out an operation.

Quality of services

To meet the needs and expectations of customers, and to provide value from the service effectively and efficiently according to local and international specifications.

Services improvement

The activities to be carried out to increase the ability to accomplish requirements with greater quality and speed.



Service limitation

The category that has the eligibility or authority to apply for this service, the service may be available to everyone or customized for a specific category. The service may be obtained in accordance with certain parameters for each service from the date of expiry. etc.

Main service

Service that serves a large segment of customers and has special or large privileges for most segments of customers.

Sub Service

The service that falls within the main service, but it serves a specific category of customers or offers different privileges, and is requested explicitly, implicitly or proactively.

Complemental Service

The service that contributes to supporting and supporting the main or subsidiary service, such as renewal, cancellation and modification.

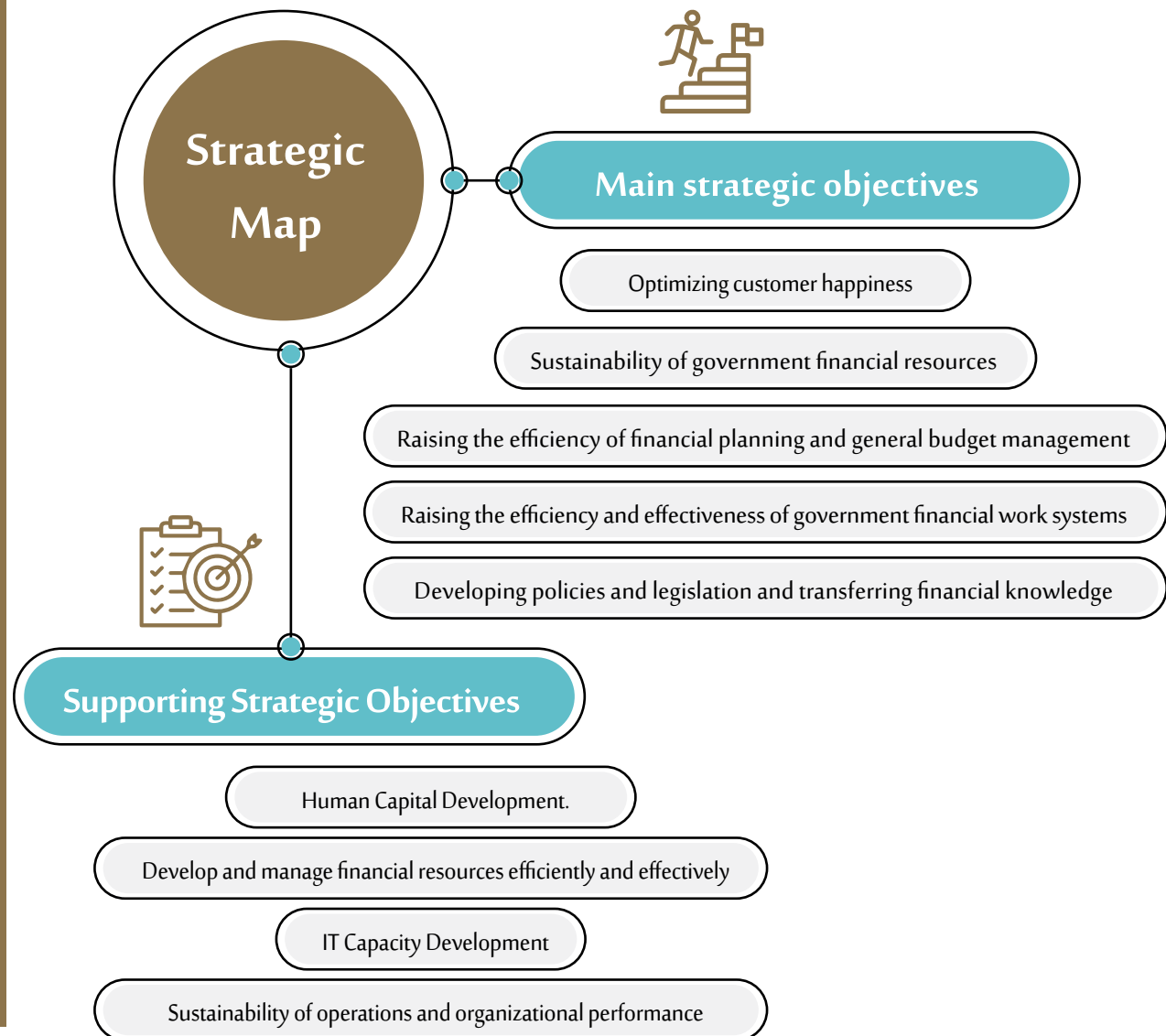
Service Owner

The responsible for managing, planning and improving services to customers and providing them within the scope of the department's work.

Customers' experiment

All customer contact points with the department (stages of providing the service from the beginning of the request until obtaining the service).

Ajman Department of Finance Strategy



Customers' Experience



The stages of the customer experience are according to four main stages, which are as follows:

1

Information Acquisition Phase: The customer learns about the department's services through various communication channels, including: Website, Ajman Call Center, and Social Media. etc.

2

Service Request Submission Stage: The customer applies to benefit from one of the services provided or a group thereof in accordance with the available packages, while providing a set of requirements to secure the service.

3

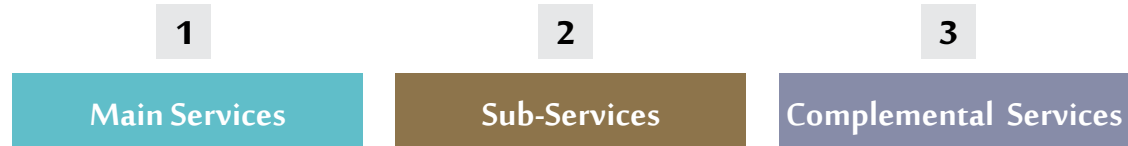
Communication phase during the course of the procedures: Through this stage, the service is processed and completed by the employees of the back rows of the service, and the customer is informed of the progress of the application, and customer is contacted according to the work procedures for each service.

4

Service Completion Phase: The same to be the last stage that the customer goes through to obtain the service, where the customer is notified of the completion of the service, and is delivered to the service through a set of approved channels, such as the website or personal attendance of the service center.

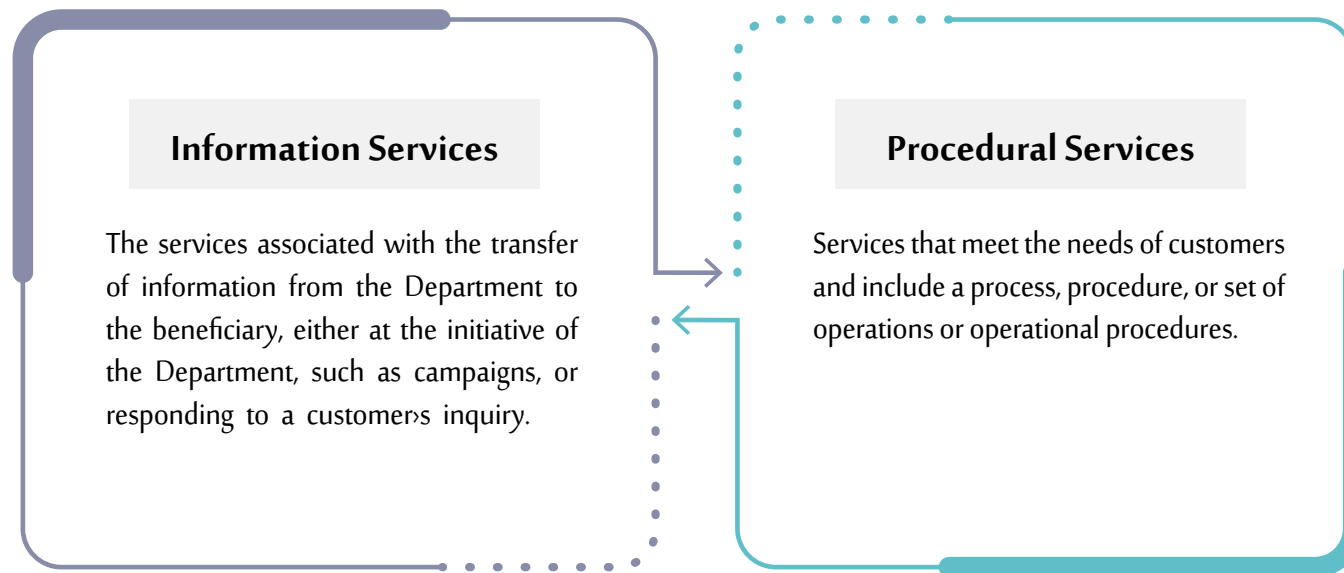
Services categories

The services of the department are classified into three categories:



Quality of Services

The services provided by the department are classified according to their quality into several types:



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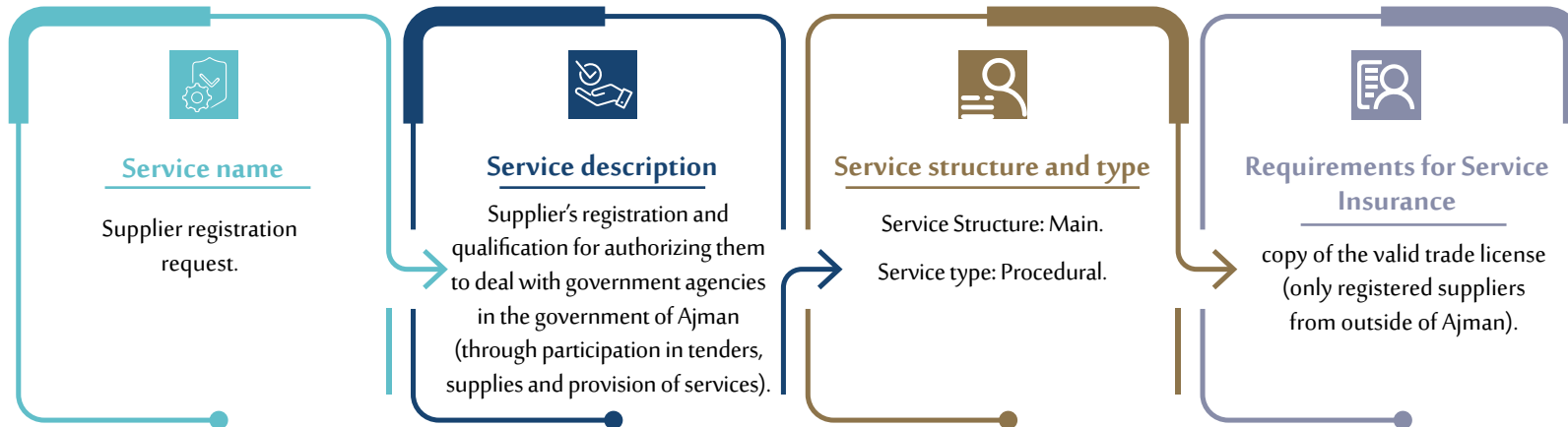
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1

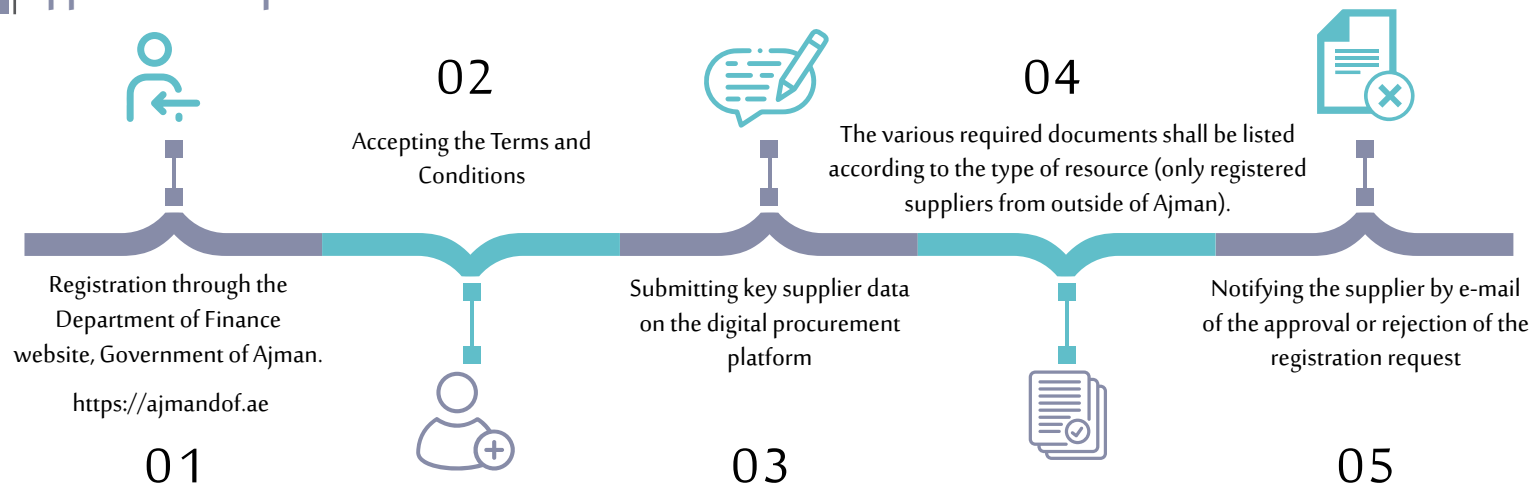
Supplier registration request



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/A



Limited service

- Types of suppliers who are entitled to register with the Ajman government:
- Local Supplier: Companies located in the United Arab Emirates and provide products and/or services in the country and are not located in any free zones in the country.
- Free Zone Supplier: Companies located in one of free zones within the country.
- Small and medium enterprises: Small and medium enterprises according to the classification approved by the Ministry of Economy
- Who acknowledges acceptance of the terms and conditions
- It may be for the Department of Finance, according to its own estimates and internal standards refuse to accept a request to register any supplier or cancel its registration.



Service providing channels

- Ajman Department of Finance website

Service completion period	Service provision period
<ul style="list-style-type: none"> • 3 minutes (for suppliers with licenses issued by Ajman). • One working day (for holders of licenses issued from other Emirates). 	24 hours.
Target customer categories	Service charge (if applicable):
Suppliers Government agencies	100 dirhams Free for small and medium enterprises (Taziz).
Service provision times:	Most frequently asked questions
N/A	<ul style="list-style-type: none"> • What are the service charges? • What are the required documents?

Documenting customer experience



Service/ request

- Supplier registration request

Customer experience stages

The customer obtains service information through the following channels:

- Website: <https://ajmandof.ae>
- Call Center: 80070
- Social Media.
- Unified email suppliersupport@ajmandof.ae
- Department services guide on the website.

Submitting service request

- Registration shall be through the website of the Department of Finance, Government of Ajman. <https://ajmandof.ae>
- Accepting the Terms and Conditions.
- Key supplier data on the digital procurement platform shall be provided.
- The various required documents shall be listed (only for holders of licenses issued from other Emirates).
- Notifying the supplier by e-mail of the approval or rejection of the registration application.

Communication during the course of the proceedings

- The customer receives notifications to request some attachments and provide additional information.
- The customer receives the activation and approval notification.
- The customer receives a notice containing the entry data on the system and a welcome message.

Service completion experience

- Obtaining access to the system, and obtaining notifications. (Tenders and purchase orders).

Current challenges for the customer during the experience of providing and completing the service

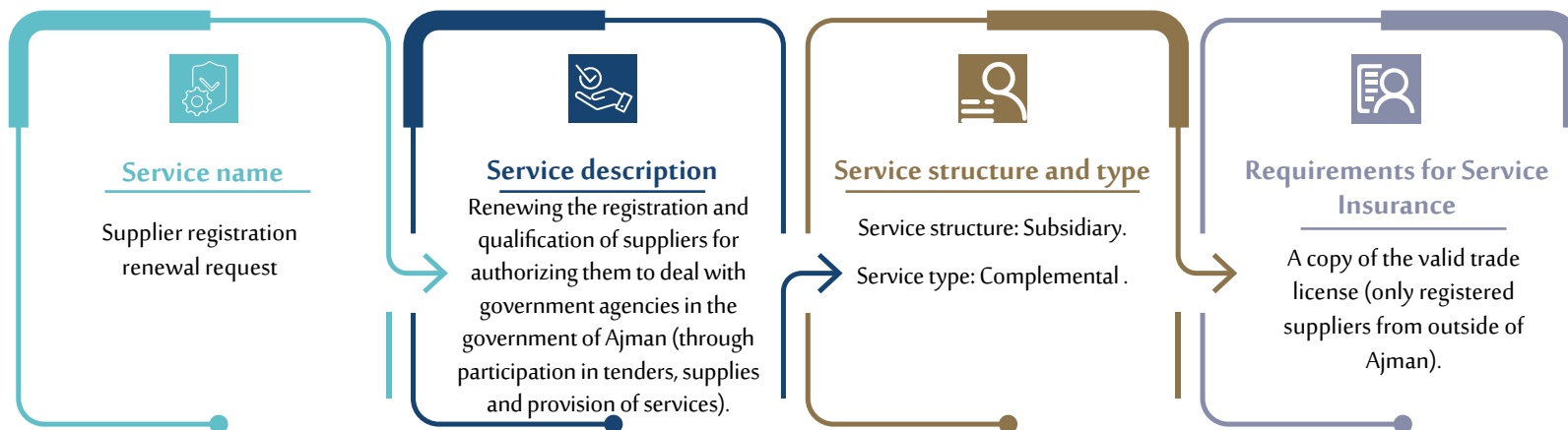
- Some customers are not aware of using the department's electronic system.

2

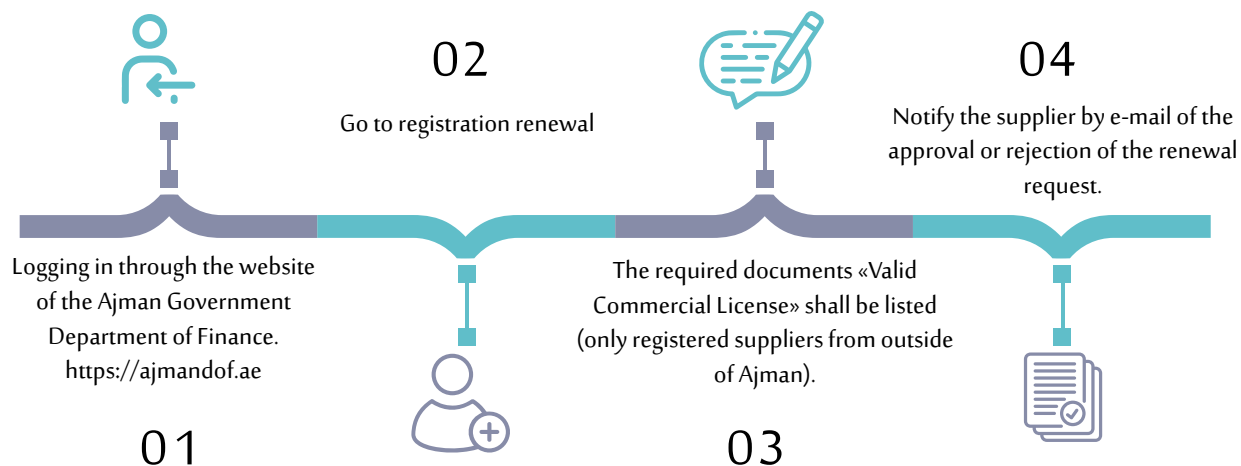
Supplier registration renewal request



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

- Supplier registration request.



Limited service

- The supplier shall be registered on the supplier platform with the Department of Finance, Government of Ajman.



Service providing channels

- Ajman Department of Finance website

Service completion period	Service provision period
<ul style="list-style-type: none"> • 3 minutes (for suppliers with licenses issued by Ajman). • One working day (for holders of licenses issued from other Emirates). 	N/ A
Target customer categories	Service charge (if applicable):
Government agencies. Companies.	N/ A
Service provision times:	Most frequently asked questions
24 hours	<ul style="list-style-type: none"> • What are the service charges? • What are the required documents?

Documenting customer experience



Service/ request

- Supplier registration renewal request.

Customer experience stages

The customer obtains service information through the following channels:

- Website: <https://ajmandof.ae>
- Call Center: 80070
- Social Media.
- Unified email suppliersupport@ajmandof.ae
- Department services guide on the website.

Submitting service request

- Registration shall be through the website of the Department of Finance, Government of Ajman. <https://ajmandof.ae>
- The transition to registration renewal.
- The required documents «Valid Commercial License» shall be listed (only for holders of licenses issued from other Emirates).
- Notifying the supplier by e-mail of the approval or rejection of the renewal request.

Communication during the course of the proceedings

- The customer receives notifications to request some attachments and provide additional information.
- The customer receives the renewal activation and approval notice.

Service completion experience

- Obtaining the authority to submit quotations and supplies.

Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the department's electronic system.

Steps

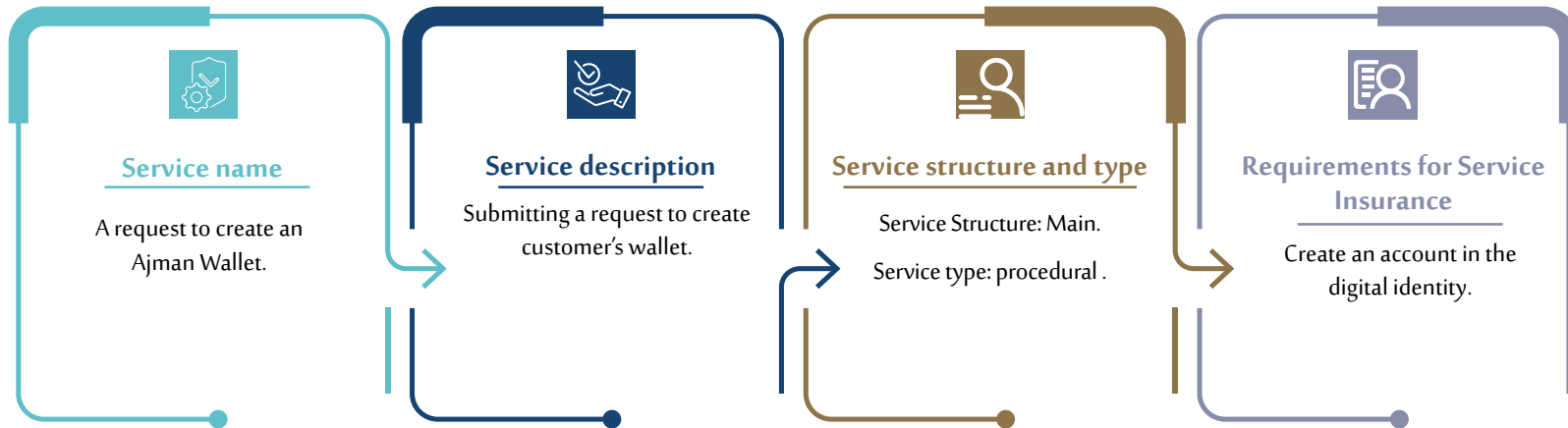


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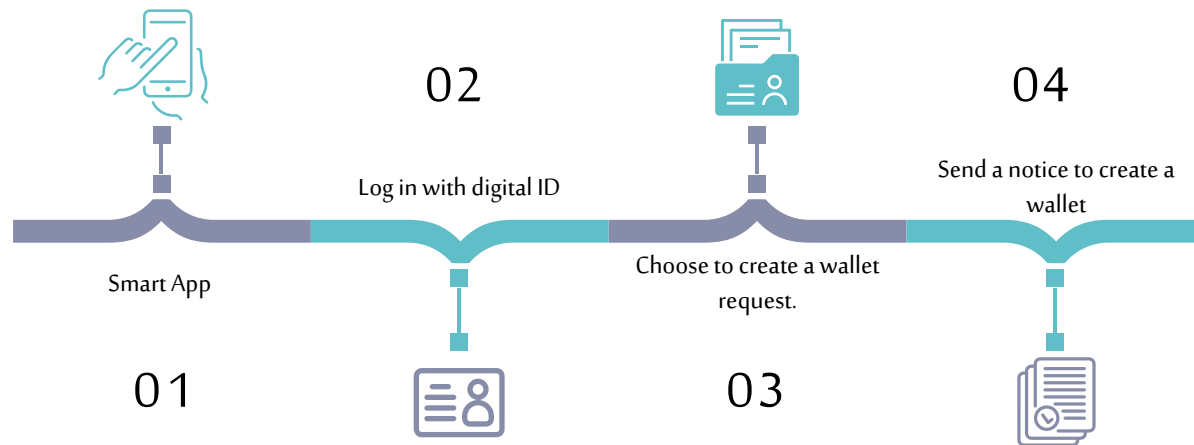
A request to create an Ajman Wallet



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:



Limited service

- National Identity.



Service providing channels

- Smart App

Service completion period	Service provision period
Within two weeks from the date of submitting the application	No time
Target customer categories	Service charge (if applicable):
Customers	N/ A
Service provision times:	Most frequently asked questions
24 hours	<ul style="list-style-type: none"> • Are there any registration procedures other than the digital ID?

Documenting customer experience



Service/ request

- A request to create an Ajman Wallet.

Customer experience stages

The customer obtains service information through the following channels:

- Website.
- Smart App.



Submitting service request

- Smart App



Communication during the course of the proceedings

- Notifying the user with order status.



Service completion experience

- Sending a notification of service completion.



Current challenges for the customer during the experience of providing and completing the service

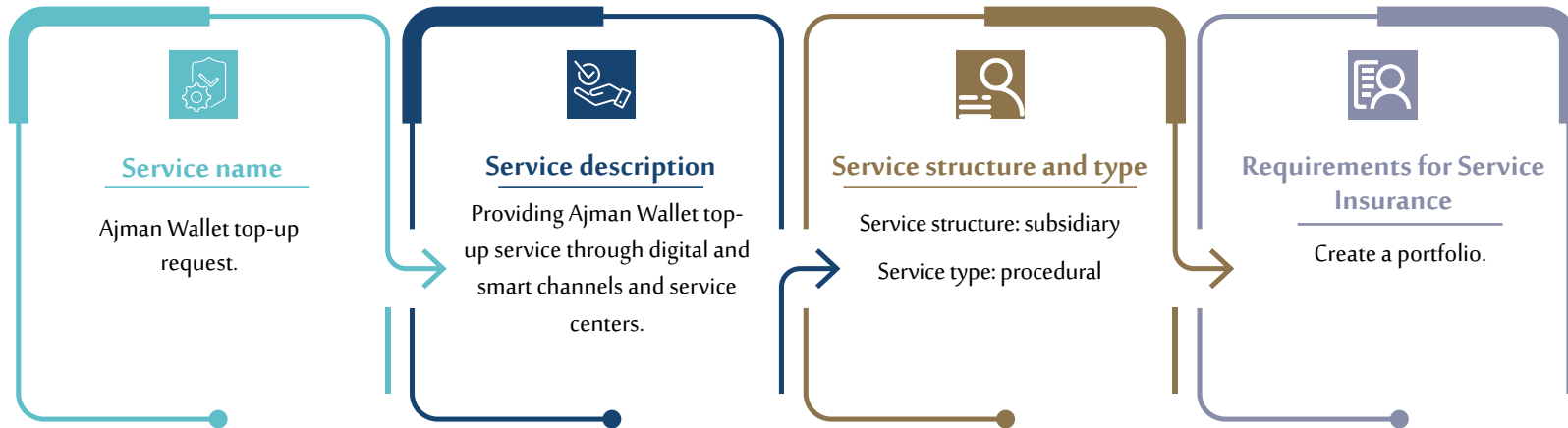
- Some customers are not aware of using the department's electronic system.

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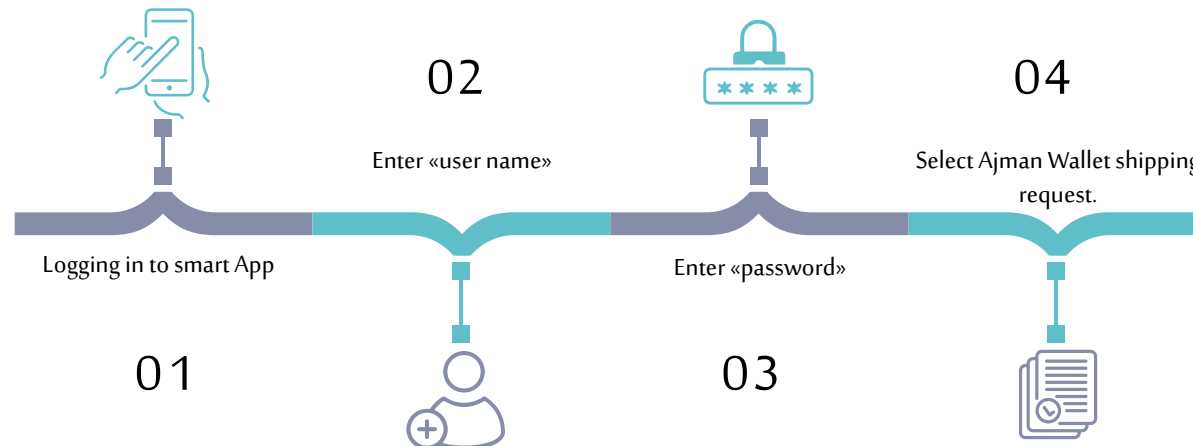
Ajman Wallet top-up request



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

- Portfolio shipping request



Limited service

- Customers who have a national identity.



Service providing channels

- Smart App.

Service completion period	Service provision period
Within 5 minutes	No time
Target customer categories	Service charge (if applicable):
Individual	N/ A
Service provision times:	Most frequently asked questions
-----	<ul style="list-style-type: none"> • Are there any other ways for shipping?

Documenting customer experience



Service/ request

- Ajman Wallet top-up request

Customer experience stages

The customer obtains service information through the following channels:

- The website.

Steps



Submitting service request

- The customer submits the application through smart app.



Communication during the course of the proceedings

- Contact page with customers through the smart application.



Service completion experience

- Sending a notification after completing the service via text.



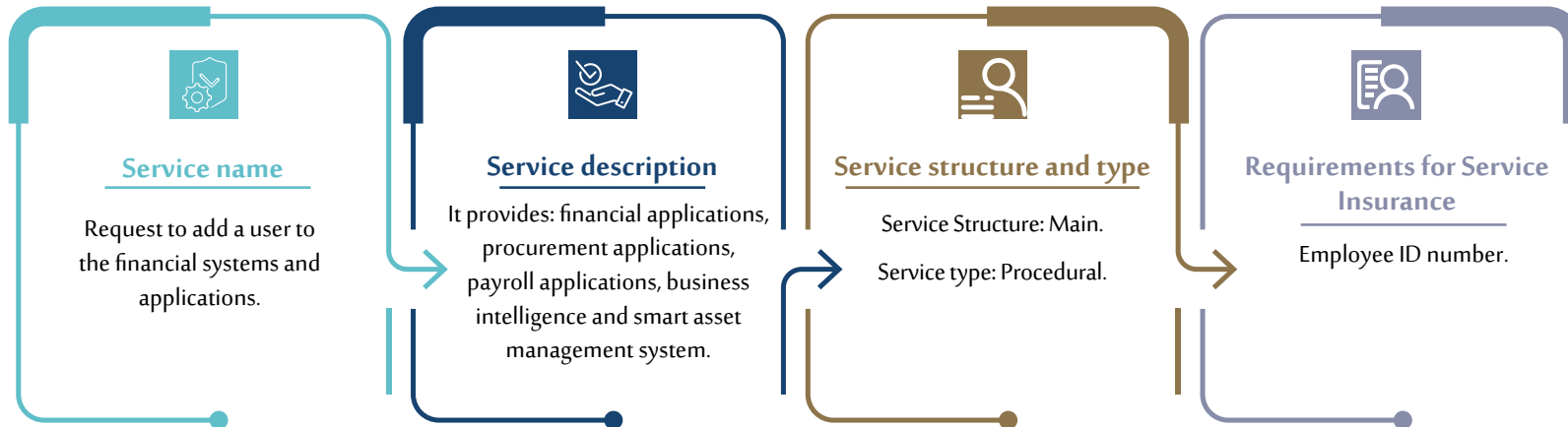
Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the department's electronic system.

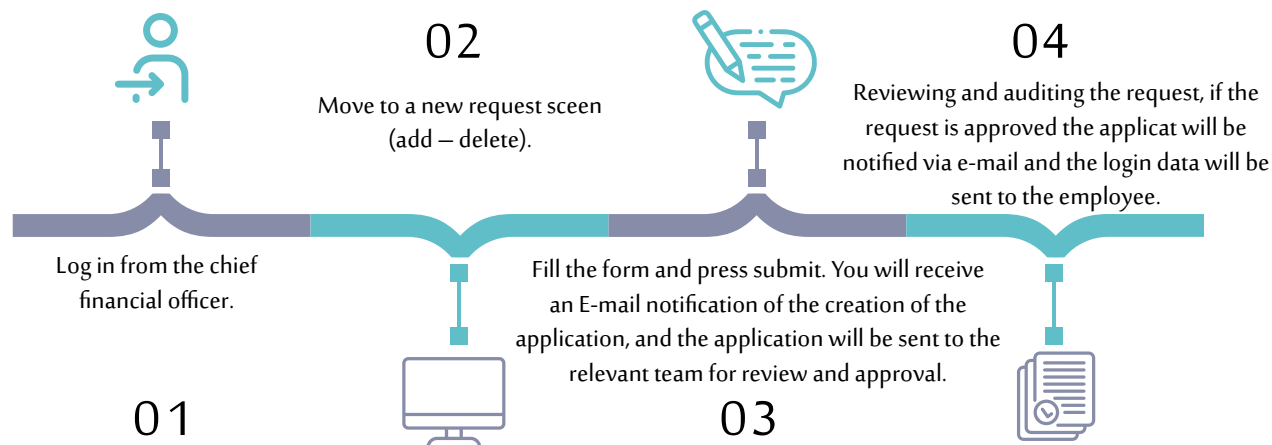
5 Request to add a user to the financial systems and applications



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N / A



Limited service

- The user's ID number.



Service providing channels

- Technical support.

Service completion period	Service provision period
Two days.	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No charge
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • Is it possible to create a temporary account?

Documenting customer experience



Service/ request

- Request to add a user to the financial systems and applications.

Customer experience stages

The customer obtains service information through the following channels:

- Technical support system.

Submitting service request

- The customer submits the application through «Technical support» system.

Communication during the course of the proceedings

- mail notification of the creation of the application.
- In case of approval: An email will be sent with the approval and validity approved and a link to a questionnaire of «Sa'ada».
- In case the application is rejected, the applicant will be notified of the reasons for rejection via e-mail.

Service completion experience

- The applicant shall be notified by e-mail.
- A link to a questionnaire of «Sa'ada» will be sent to the applicant.

Current challenges for the customer during the experience of providing and completing the service

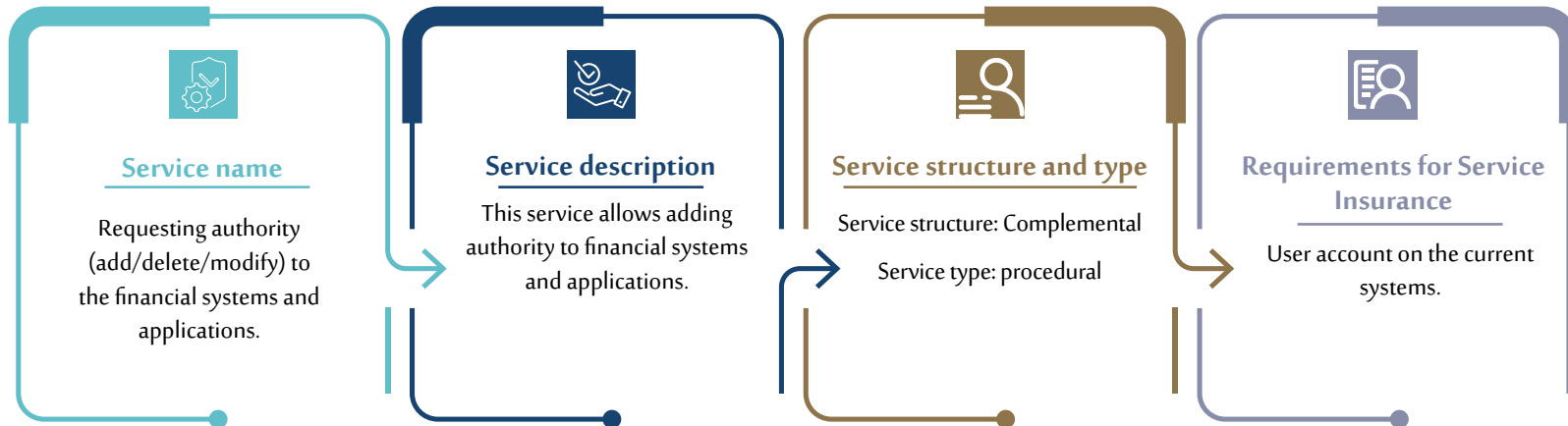
- There is no ID number for the user.

Steps

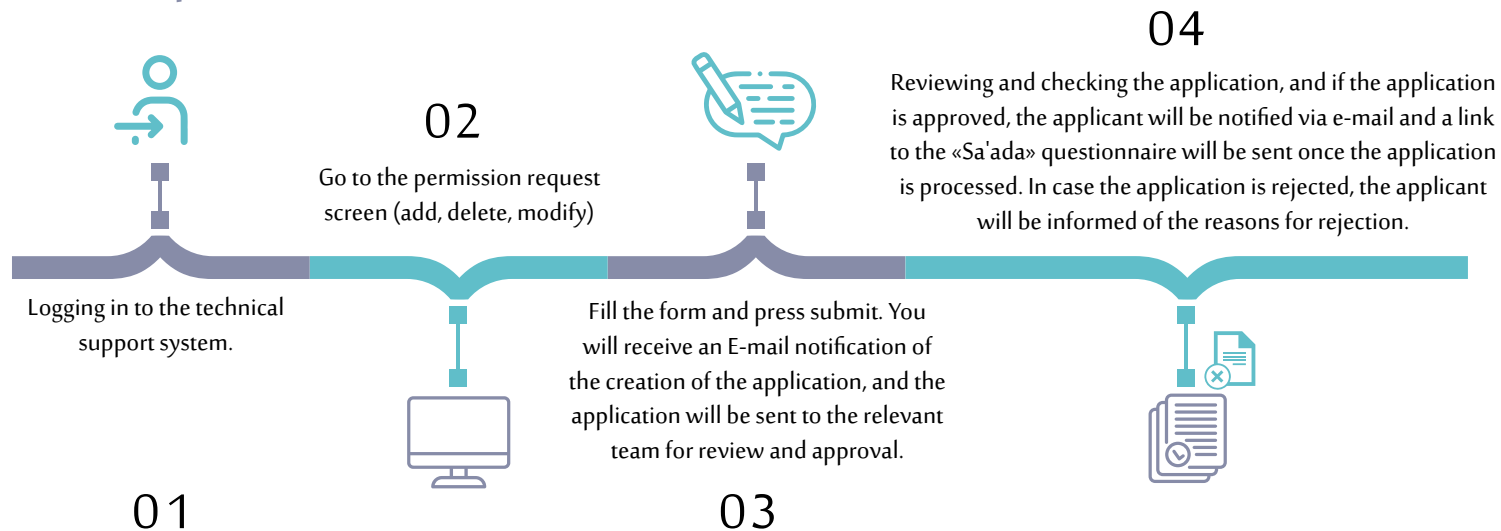


6 Requesting authority (add/delete/modify) to the financial systems and applications

Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

- Request to add a user to the financial systems and applications.



Limited service

- The user shall be registered shall be a government employee.



Service providing channels

- Through technical support system.

Service completion period	Service provision period
Two working days.	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No charge
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • What are the authorities available?

Documenting customer experience



Service/ request

- Requesting authority (add/delete/modify) to the financial systems and applications.

Steps



Customer experience stages

The customer obtains service information through the following channels:

- Technical support.
- The website.

Submitting service request

- The customer submits the application through technical support system.



Communication during the course of the proceedings

- E-mail notification of the creation of the application.
- In case of approval: An email will be sent with the approval and validity approved and a link to a questionnaire of «Sa'ada».
- In case the application is rejected, the applicant will be notified of the reasons for rejection via e-mail.



Service completion experience

- The applicant shall be notified by e-mail
- A link to a questionnaire of «Sa'ada» will be sent to the applicant

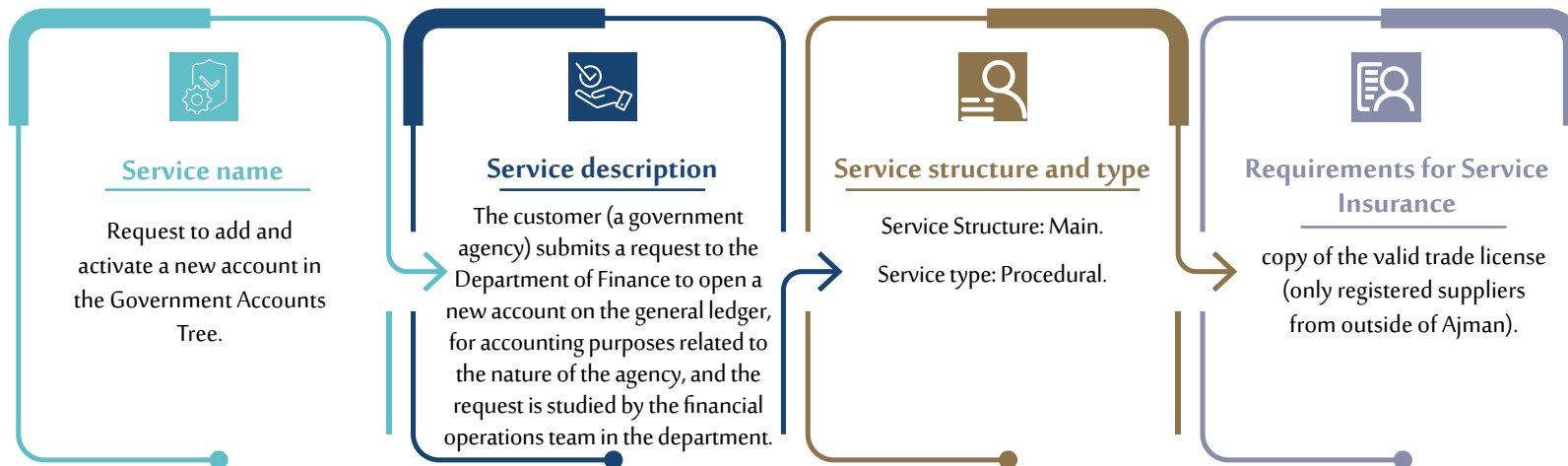


Current challenges for the customer during the experience of providing and completing the service

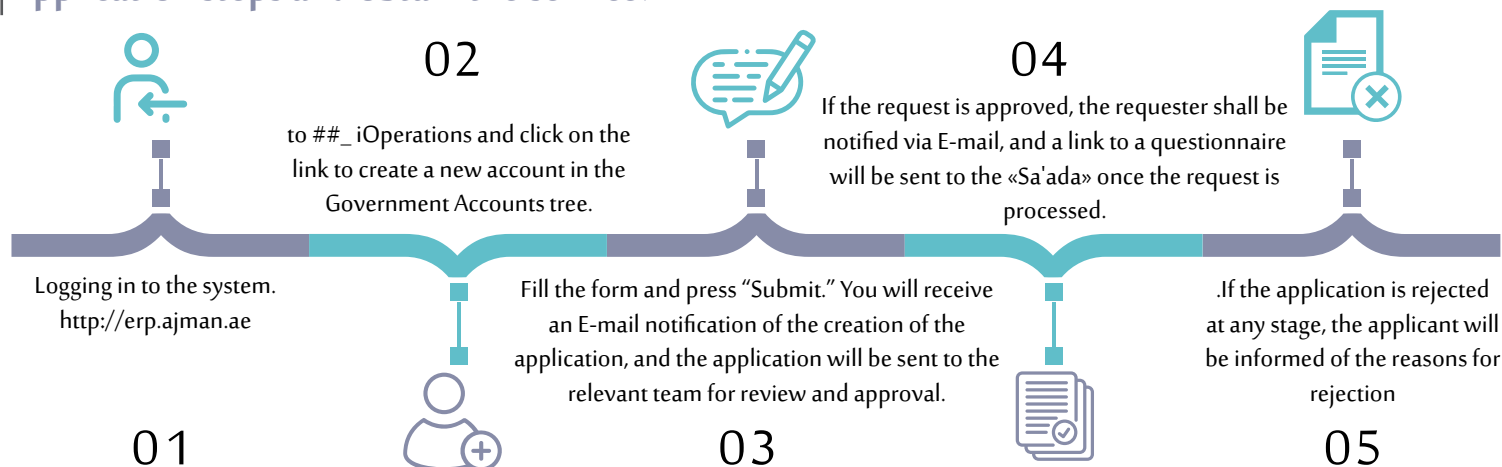
- Lack of knowledge of permissions authority.

7 Request to add and activate a new account in the Government Accounts Tree

Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/ A



Limited service

- The request must be from the Chief Financial Officer.



Service providing channels

- «Mawarid» system.

Service completion period	Service provision period
2 working days	N/ A
Target customer categories	Service charge (if applicable):
All government agencies.	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	N/ A

Documenting customer experience



Service/ request

- Request to add and activate a new account in the Government Accounts Tree

Customer experience stages

The customer obtains service information through the following channels:

- Technical support system
- Department services Catalogue on the website.

Submitting service request

- The customer submits the application through Technical support system.

Communication during the course of the proceedings

- Update the status of the request via E-mail.

Service completion experience

- The applicant shall be notified by e-mail.
- A link to a questionnaire of «Sa'ada» will be sent to the applicant.

Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the department's electronic system.

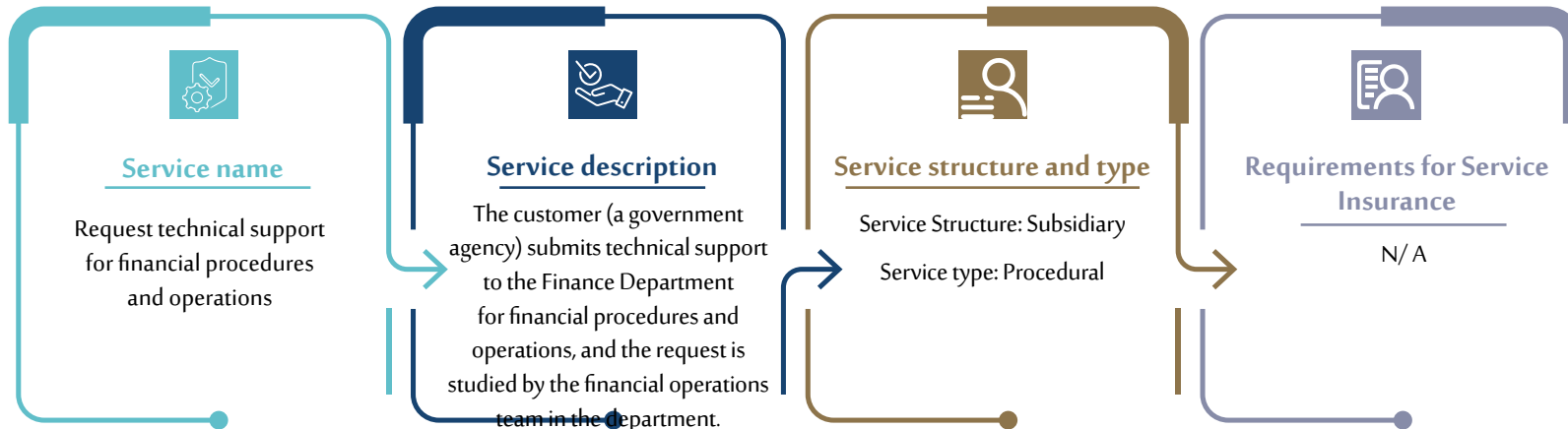
Steps



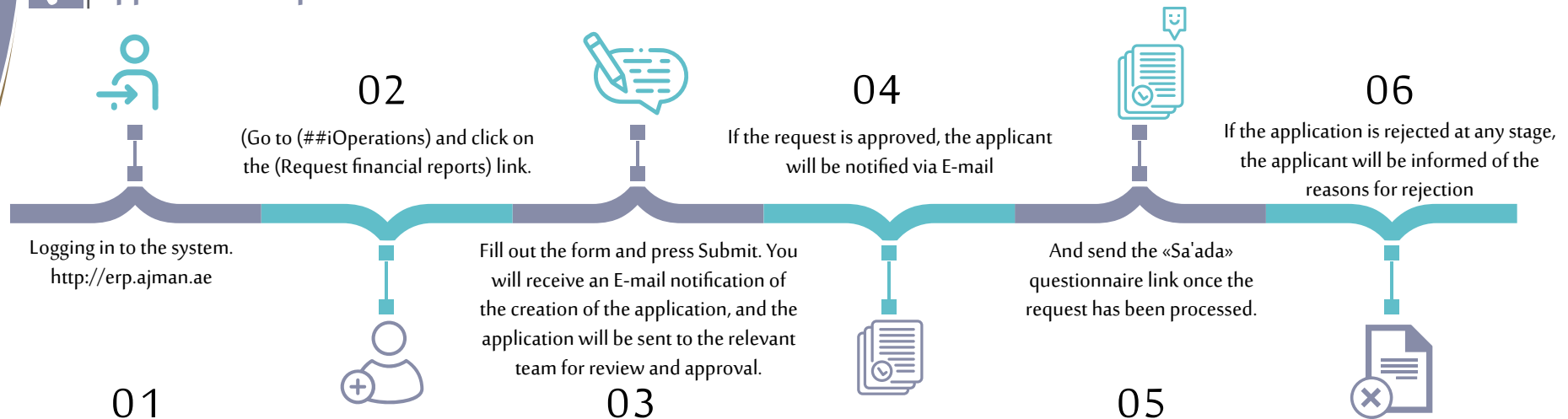
8 Request technical support for financial procedures and operations



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

- Department system user.



Limited service

- N/A



Service providing channels

- «Mawarid» system.

Service completion period	Service provision period
5 working days	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate	N/ A

Documenting customer experience



Service/ request

- Request technical support for financial procedures and operations

Customer experience stages

The customer obtains service information through the following channels:

- 1. «Mawarid» system
- E-mail

Steps



Submitting service request

- The customer submits the application through «Mawarid» system.



Communication during the course of the proceedings

- Update the status of the request via E-mail.



Service completion experience

- The applicant shall be notified by e-mail.
- A link to a questionnaire of «Sa'ada» will be sent to the applicant.



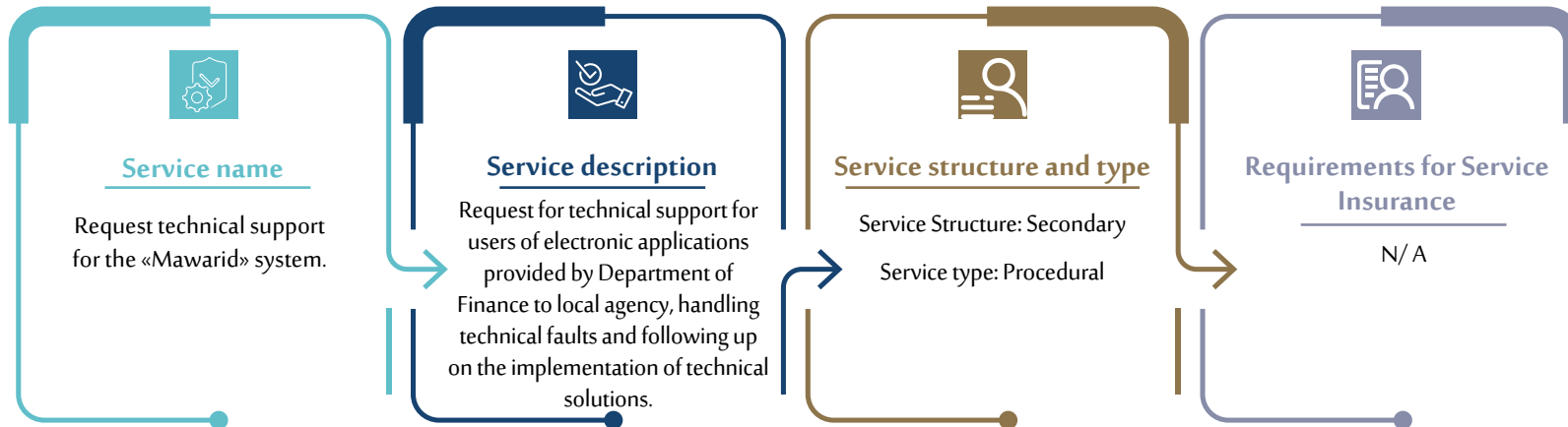
Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the department's electronic system.

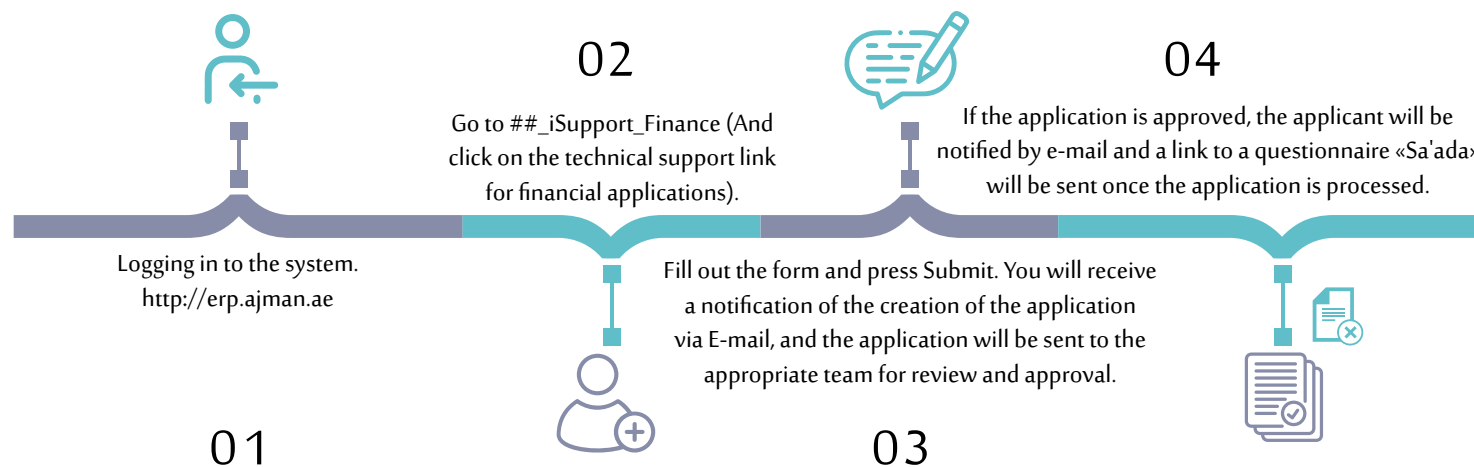
9 Request technical support for the «Mawarid» system Services description card



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/A



Limited service

- Department systems user.



Service providing channels

- By «Mawarid» application.

Service completion period	Service provision period
5 working days	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No
Service provision times:	Most frequently asked questions
Official working hours in the emirate	-----

Documenting customer experience



Service/ request

- Request technical support for financial applications

Customer experience stages

The customer obtains service information through the following channels:

- Technical support system.
- Department services Catalogue on the website.

Submitting service request

- The customer submits the application through technical support system.

Communication during the course of the proceedings

- Request status notifications.

Service completion experience

- The applicant shall be notified by e-mail.
- A link to a questionnaire of «Sa'ada» will be sent to the applicant.

Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the departments electronic system.

Steps

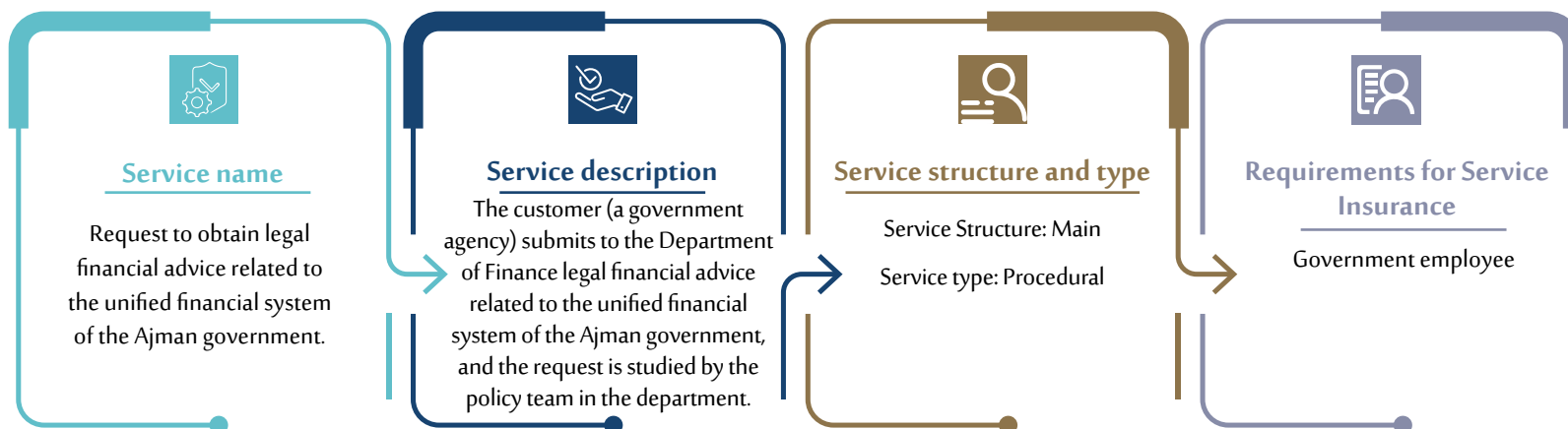


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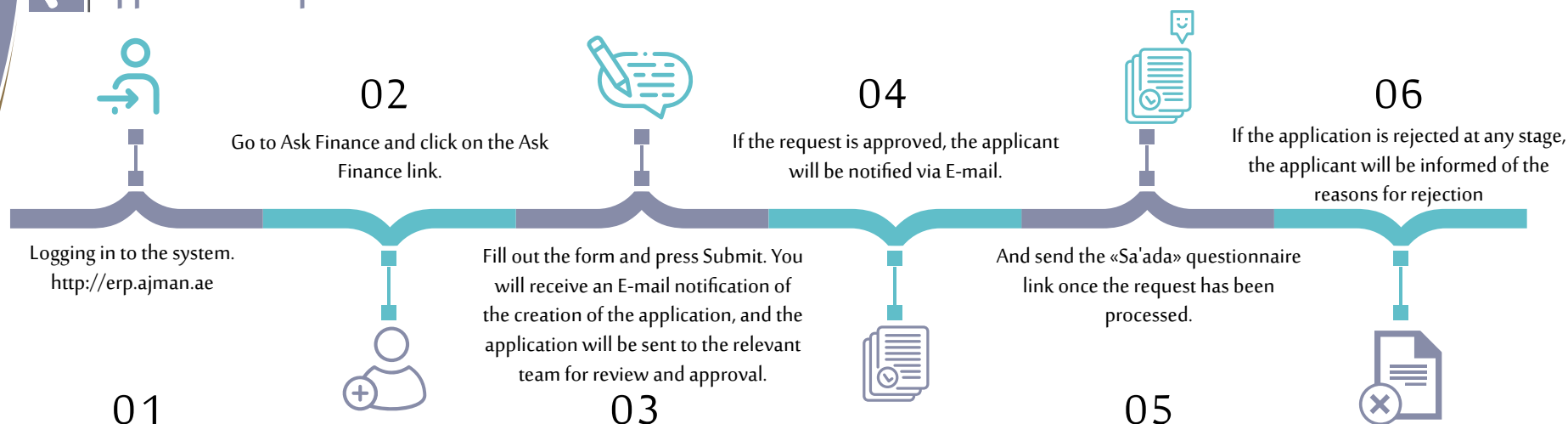
Request to obtain legal financial advice related to the unified financial system of the Ajman government



Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/ A



Limited service

- Government employee.



Service providing channels

- «Mawarid» system.

Service completion period	Service provision period
3 working days.	N/ A
Target customer categories	Service charge (if applicable):
All government agencies.	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	N/ A

Documenting customer experience



Service/ request

- Service/ request: Request to obtain legal financial advice related to the unified financial system of the Ajman government

Customer experience stages

The customer obtains service information through the following channels:

- Technical support system

Submitting service request

- The customer submits the application through technical support system.

Communication during the course of the proceedings

- Update the status of the request via technical system.

Service completion experience

- The applicant shall be notified by e-mail.
- A link to a questionnaire of «Sa'ada» will be sent to the applicant.

Current challenges for the customer during the experience of providing and completing the service

- Some customers are not aware of using the department's electronic system.

Steps

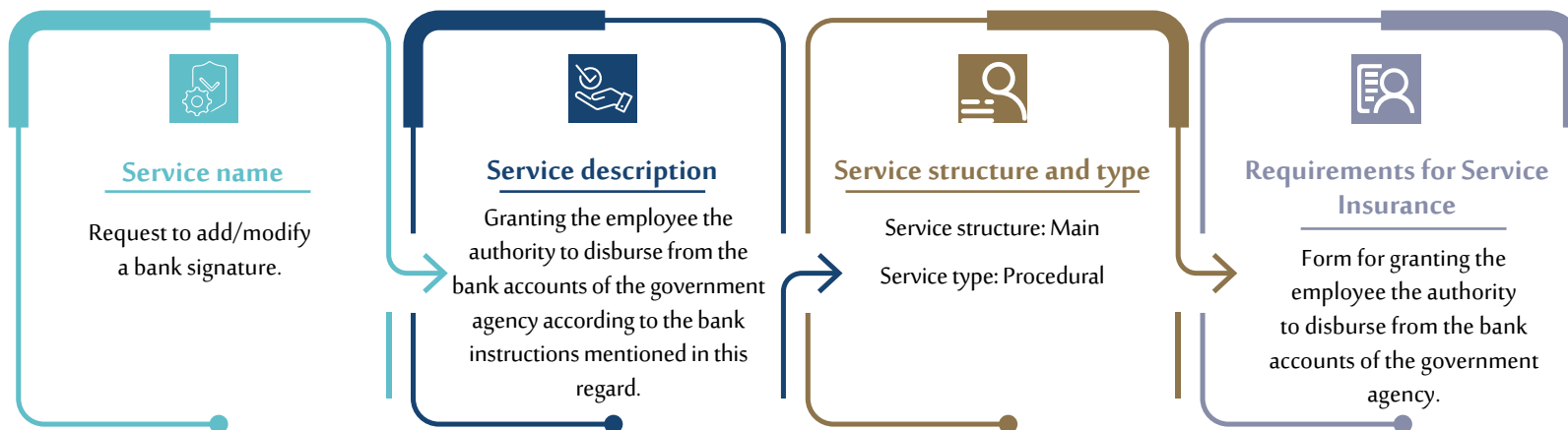


11

Request to add/modify a bank signature



Service description card:



Application steps and obtain the service:

- Send a formal letter regarding the request to add / amend the authorized signatory of the government department to the Finance Department.



Service interrelationship with other previous services:

- N/A



Limited service

- 5 working days





Service providing channels

- By formal letter.

Service completion period	Service provision period
5 working days	5 working days
Target customer categories	Service charge (if applicable):
The following government agencies: <ul style="list-style-type: none"> • Department of Finance • Amiri Diwan • Executive board • Department of Economic Development • Municipality and Planning Department • Ajman Police General Command • Tourism Development Department • Department of Land and Real Estate Regulation • Ajman Port and Customs Department • Ajman Digital Department • Human resources department 	N/A
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • Please select the FAQ for the service.

Documenting customer experience



Service/ request

- Request to add/modify a bank signature

Customer experience stages

The customer obtains service information through the following channels:

- The website

Submitting service request

- The customer submits the application by sending a formal letter to the Department of Finance.

Communication during the course of the proceedings

- The government agency sends a formal letter (General Director of the agency) to the Department of Finance regarding a request to add the bank signature of the newly authorized persons or to amend the bank signature of the previous authorized persons.
- Communicate with the concerned bank to provide the Finance Department with forms for adding the signature and for approval by the requesting agency.
- Authorized persons in government agencies are contacted to provide the necessary documents and send them to the bank through the Finance Department.
- The response shall be made by the bank by completing the necessary procedures by them to add/ modify the bank signature.
- Sending a formal letter to notify the requesting party of the completion of the process of adding the new bank signature.

Service completion experience

- By formal letter and e-mail.

Current challenges for the customer during the experience of providing and completing the service

- Provide data and documents required by government agencies.

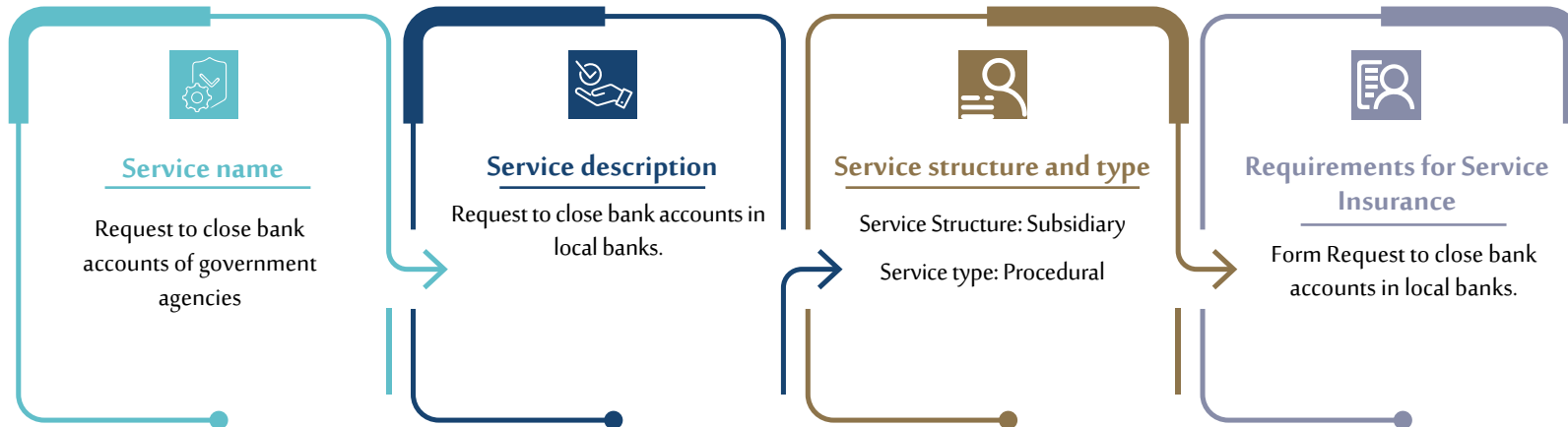
Steps



12 Request to close bank accounts of government agencies



Service description card:



Application steps and obtain the service:

- Send a letter requesting closure of bank accounts from the government department to the Department of Finance.



Service interrelationship with other previous services:

- N/A



Limited service

- N/A





Service providing channels

- By formal letter.

Service completion period	Service provision period
5 working days	N/ A
Target customer categories	Service charge (if applicable):
The following government agencies: <ul style="list-style-type: none"> • Department of Finance • Amiri Diwan • Executive board • Department of Economic Development • Municipality and Planning Department • Ajman Police General Command • Tourism Development Department • Department of Land and Real Estate Regulation • Ajman Port and Customs Department • Ajman Digital Department • Human resources department 	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate	N/ A

Documenting customer experience



Service/ request

- Request to close bank accounts of government agencies

Customer experience stages

The customer obtains service information through the following channels:

- The website.

Submitting service request

- The customer submits the application by sending a formal letter to the Department of Finance.

Communication during the course of the proceedings

- The government agency sends a formal letter (General Director of the agency) to the Department of Finance regarding the request to close the bank account.
- Sending a formal letter to the bank to close the bank account and transfer the available amounts in the account (if any).
- Sending a formal letter to notify the requesting party of the completion of the bank account closing process.

Service completion experience

- By a formal letter and e-mail.

Current challenges for the customer during the experience of providing and completing the service

- N/ A

Steps

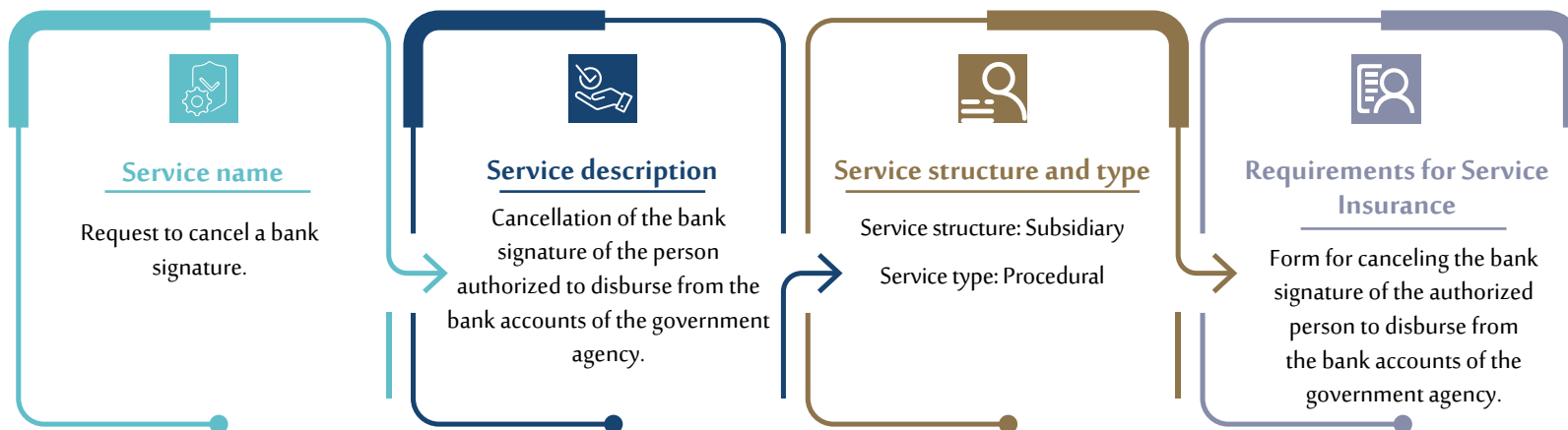


13

Request to cancel a bank signature



Service description card:



Application steps and obtain the service:

- Sending a formal letter regarding canceling the bank signature of the person authorized to disburse from the bank accounts of the government agency.



Service interrelationship with other previous services:

- N/A



Limited service

- 5 working days





Service providing channels

- By formal letter.

Service completion period	Service provision period
5 working days	N/ A
Target customer categories	Service charge (if applicable):
The following government agencies: <ul style="list-style-type: none"> • Department of Finance • Amiri Diwan • Executive board • Department of Economic Development • Municipality and Planning Department • Ajman Police General Command • Tourism Development Department • Department of Land and Real Estate Regulation • Ajman Port and Customs Department • Ajman Digital Department • Human resources department 	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate	Please select the FAQ for the service.

Documenting customer experience



Service/ request

- Request to cancel a bank signature

Customer experience stages

The customer obtains service information through the following channels:

- The website.

Submitting service request

- The customer submits the application by sending a formal letter to the Department of Finance.

Communication during the course of the proceedings

- The government agency sends a formal letter (General Manager of the agency) to the Department of Finance regarding a request to cancel the bank signature of the authorized signatories.
- Sending a formal letter to the concerned bank to cancel the bank signature.
- The response is made by the bank by completing the necessary procedures by them to cancel the signature.
- Sending a formal letter to notify the requesting party of the completion of the process of canceling the bank signature.

Service completion experience

- By a formal letter and e-mail

Current challenges for the customer during the experience of providing and completing the service

- N/A

Steps

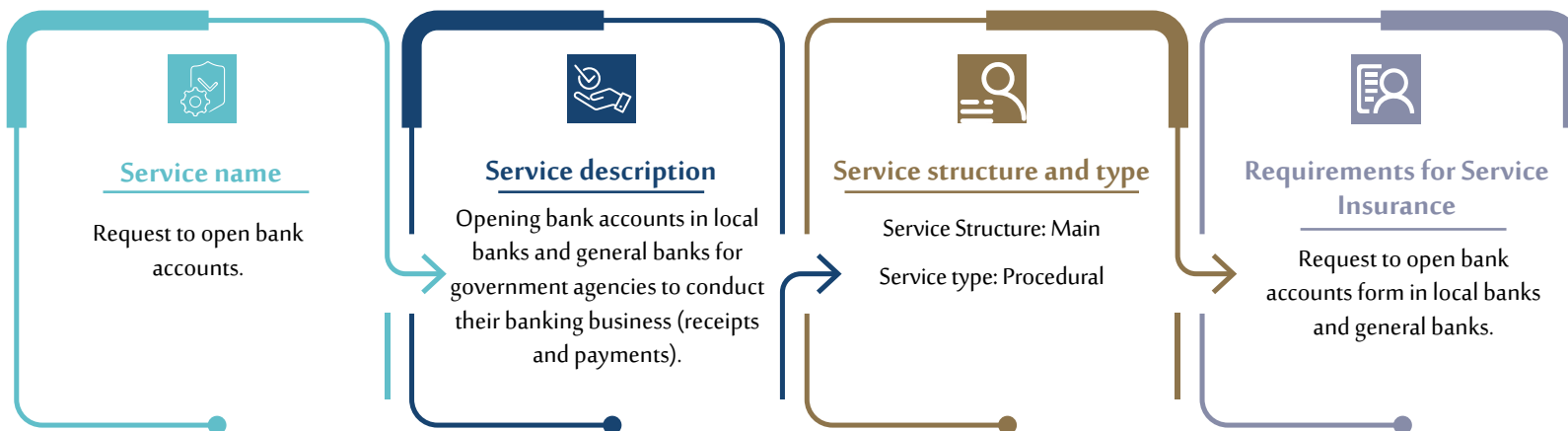


14

Request to open bank accounts



Service description card:



Application steps and obtain the service:

- Request to open bank accounts in local banks and banks is by formal letter.



Service interrelationship with other previous services:

- N/A



Limited service

- N/A





Service providing channels

- By formal letter.

Service completion period	Service provision period
10 working days	N/ A
Target customer categories	Service charge (if applicable):
The following government agencies: <ul style="list-style-type: none"> • Department of Finance • Amiri Diwan • Executive board • Department of Economic Development • Municipality and Planning Department • Ajman Police General Command • Tourism Development Department • Department of Land and Real Estate Regulation • Ajman Port and Customs Department • Ajman Digital Department • Human resources department 	N/ A
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	Please select the FAQ for the service.

Documenting customer experience



Service/ request

- Request to open bank accounts

Customer experience stages

The customer obtains service information through the following channels:

- Call center.
- Department of Finance.

Submitting service request

- The customer submits the application by submitting a formal letter to the Department of Finance.

Communication during the course of the proceedings

- The government agencies send a formal letter (General Manager of the agency) to the Department of Finance requesting to open a new bank account.
- The concerned bank is contacted to provide the Department of Finance with account opening forms.
- Authorized persons in government agencies are contacted to provide bank data to open a new bank account and send it to the bank by the Department of Finance.
- The bank responds by completing the necessary procedures by them regarding opening the account.
- Sending a formal letter to notify the requesting party of the completion of the account opening process.

Service completion experience

- Sending a formal letter and electronic notices.

Current challenges for the customer during the experience of providing and completing the service

- Providing data and documents required by government agencies.
- Difficulty communicating with banks to approve bank accounts.

Steps

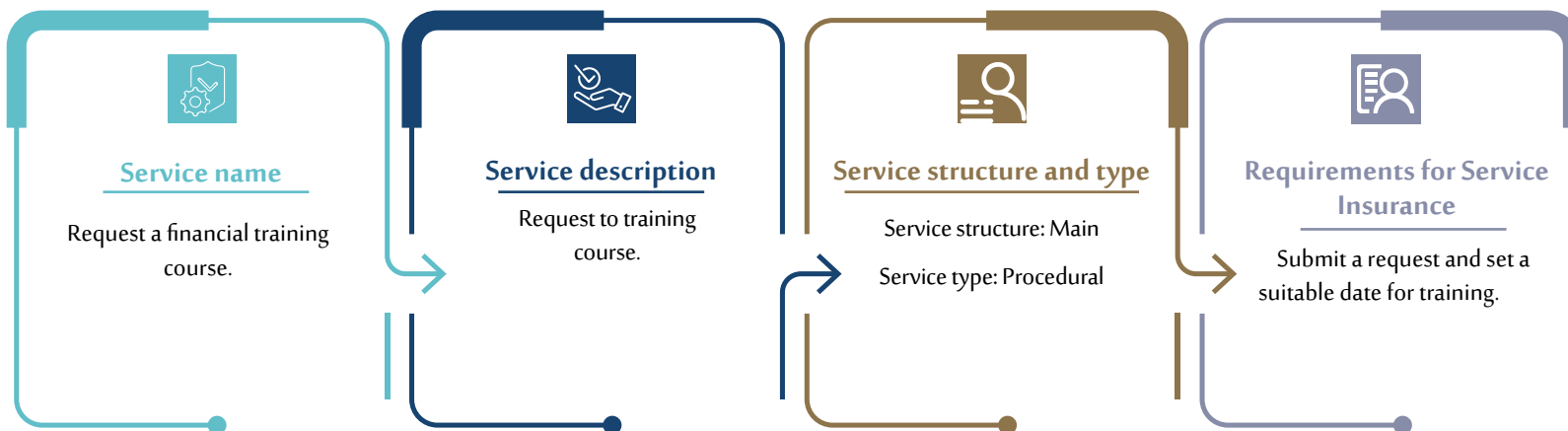


15

Request a financial training course



Service description card:



Application steps and obtain the service:

- Submit the request through the internal portal.



Service interrelationship with other previous services:

- N/A



Limited service

- N/A





Service providing channels

- Internal portal.

Service completion period	Service provision period
According to department needs.	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No charge
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	N/ A

Documenting customer experience



Service/ request

- Request a financial training course

Customer experience stages

The customer obtains service information through the following channels:

- website

Submitting service request

- The customer submits the application through the internal portal.

Communication during the course of the proceedings

- Notifying by e-mail.

Service completion experience

- The applicant shall be notified by e-mail.
- Through the phone.

Current challenges for the customer during the experience of providing and completing the service

- Scheduling conflicts.

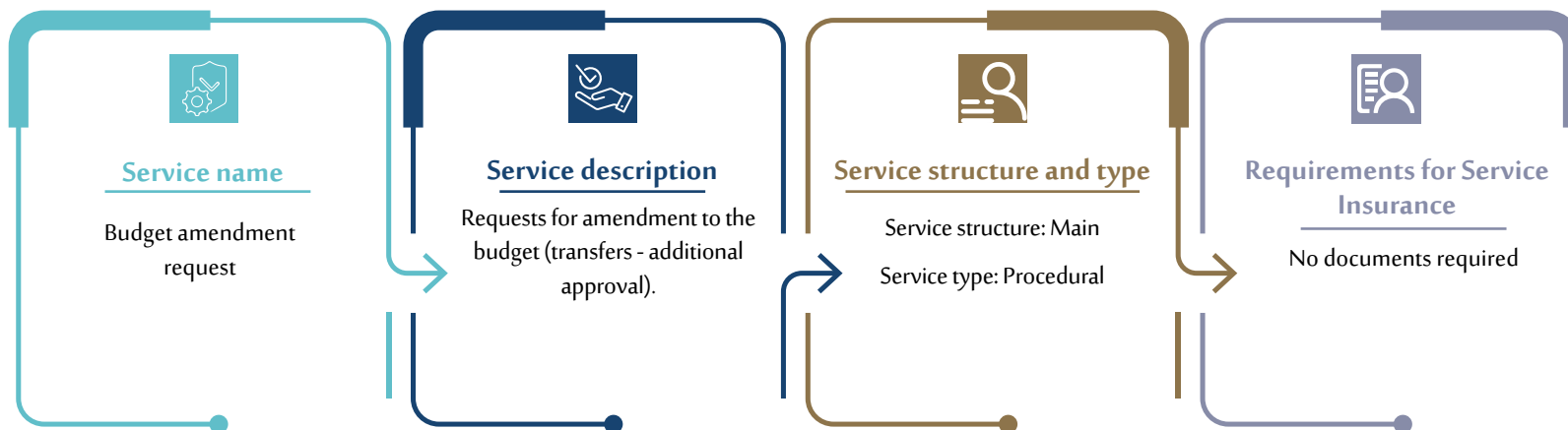
Steps



16 Budget amendment request



Service description card:



Application steps and obtain the service:

- Submitting request through the smart financial planning and analysis system for additional support or transfer.



Service interrelationship with other previous services:

- N/A



Limited service

- The rules of the Uniform Financial Code shall be observed



Service providing channels

- Through smart financial planning and analysis system.

Service completion period	Service provision period
<ul style="list-style-type: none">• 3 working days if all supporting documents are provided and inquiries are answered.	No time
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No charge
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	N/ A

Documenting customer experience



Service/ request

- Budget amendment request

Customer experience stages

The customer obtains service information through the following channels:

- Smart financial planning and analysis system and e.mail.

Submitting service request

- The customer submits the application through the smart financial planning and analysis system.

Communication during the course of the proceedings

- Status notifications.

Service completion experience

- The applicant shall be notified by e-mail.

Current challenges for the customer during the experience of providing and completing the service

- Lack of knowledge of policies and circulars.

Steps

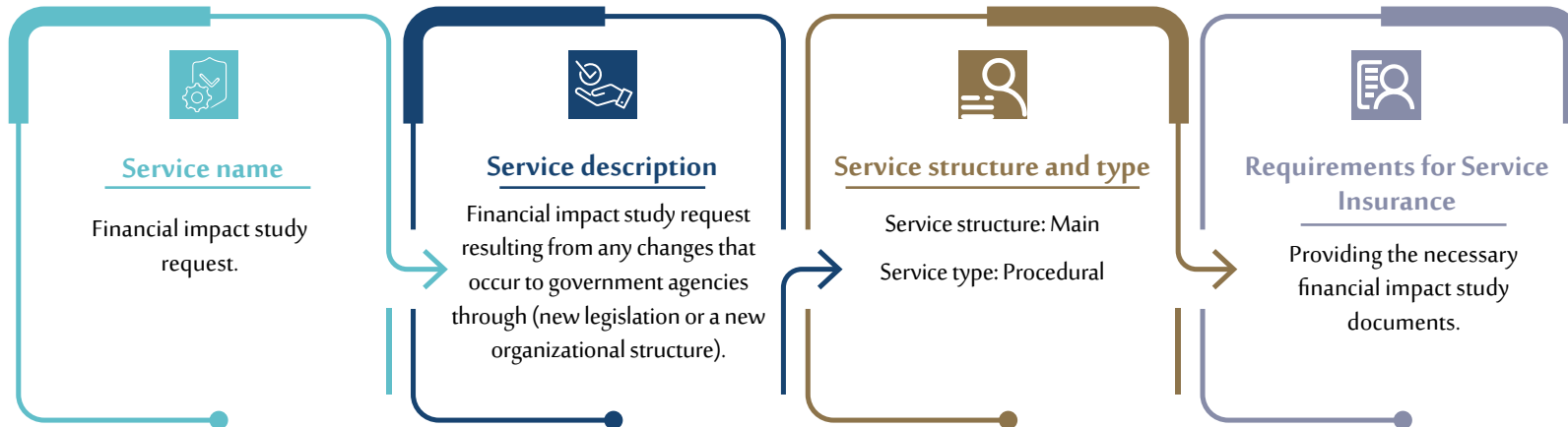


17

Financial impact study request



Service description card:



Application steps and obtain the service:

- Submitting an application through the internal portal.



Service interrelationship with other previous services:

- N/A



Limited service

- The rules of the Uniform Financial Code shall be observe.





Service providing channels

- The internal portal.

Service completion period	Service provision period
5 working days if all supporting documents are provided and inquiries are answered.	N/ A
Target customer categories	Service charge (if applicable):
Government agencies in the Emirate of Ajman only.	No charge
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	N/ A

Documenting customer experience



Service/ request

- Financial impact study.

Customer experience stages

The customer obtains service information through the following channels:

- website.

Submitting service request

- The customer submits the application through the internal portal.

Communication during the course of the proceedings

- Status notifications.

Service completion experience

- The applicant shall be notified by e-mail.

Current challenges for the customer during the experience of providing and completing the service

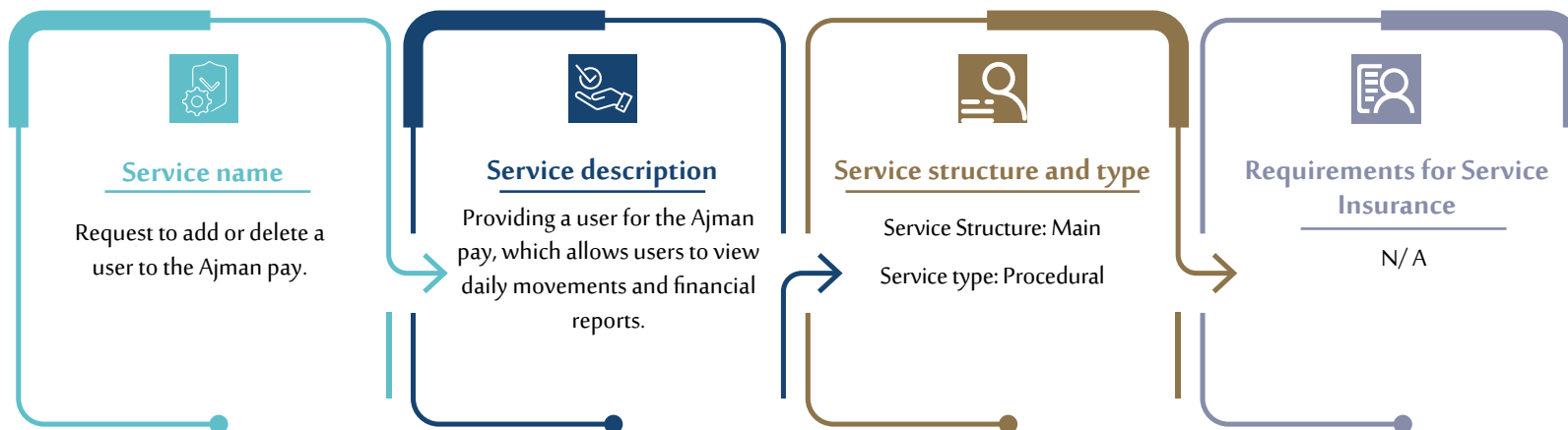
- Unavailability of supporting documents.

Steps

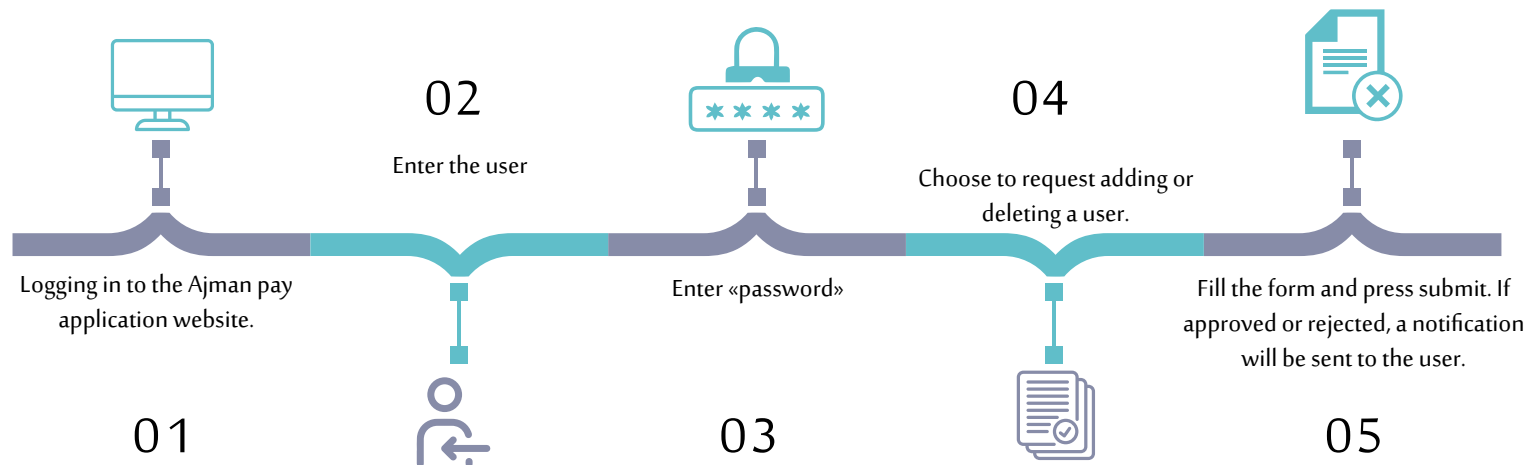


18 Request to add or delete a user to the Ajman pay

Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/A



Limited service

- The regulators of the Ajman pay.



Service providing channels

- website for Ajman pay requests.

Service completion period	Service provision period
Within two working days from the date of submitting the application.	24 hours.
Target customer categories	
Government agencies <ul style="list-style-type: none"> • Municipality and Planning Department • Department of Economic Development • Department of Finance • Port and Customs Department • Department of Land and Real Estate Regulation • local police force • Tourism Development Department 	Semi-governmental agencies <ul style="list-style-type: none"> • Ajman Free Media City • Ajman Free Zone • Ajman Chamber of Industry and Commerce • Transportation Authority • Security Services Support Authority
Service charge (if applicable):	
N/A	
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • Channels for providing the service of adding a user.

Documenting customer experience



Service/ request

- Request to add or delete a user

Customer experience stages

The customer obtains service information through the following channels:

- website for Ajman pay requests.

Submitting service request

- The customer submits the application through the website of the platform.

Communication during the course of the proceedings

- Receiving a formal letter regarding the approval of the application.
- Sending an email notification with the username.
- Sending an e-mail notification of the users password.
- Sending an e-mail notification of the platform link to enter the system.

Service completion experience

- Sending an e-mail notification of the user name, password, and the electronic link to the system.

Current challenges for the customer during the experience of providing and completing the service

- N/A

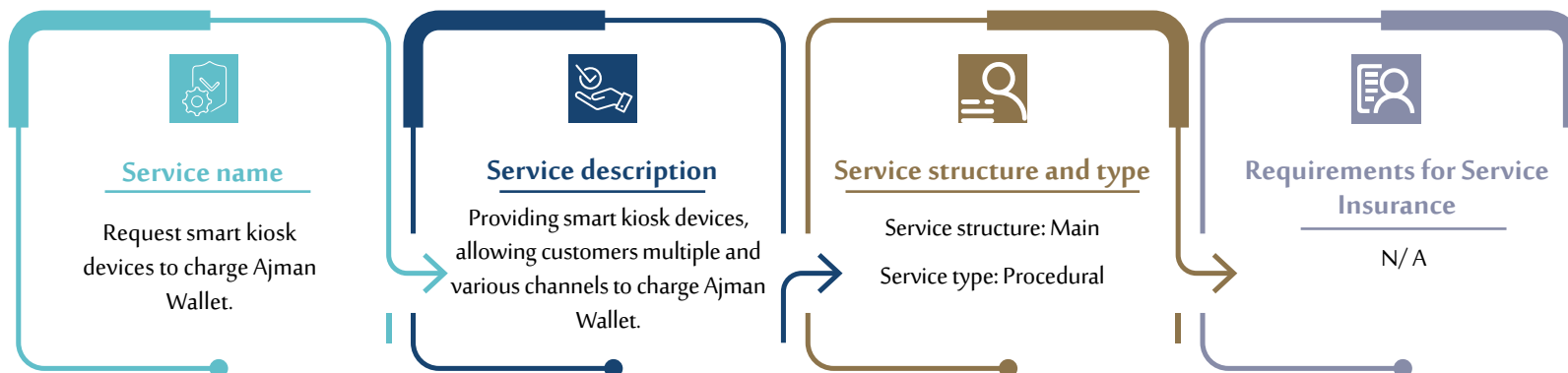
Steps



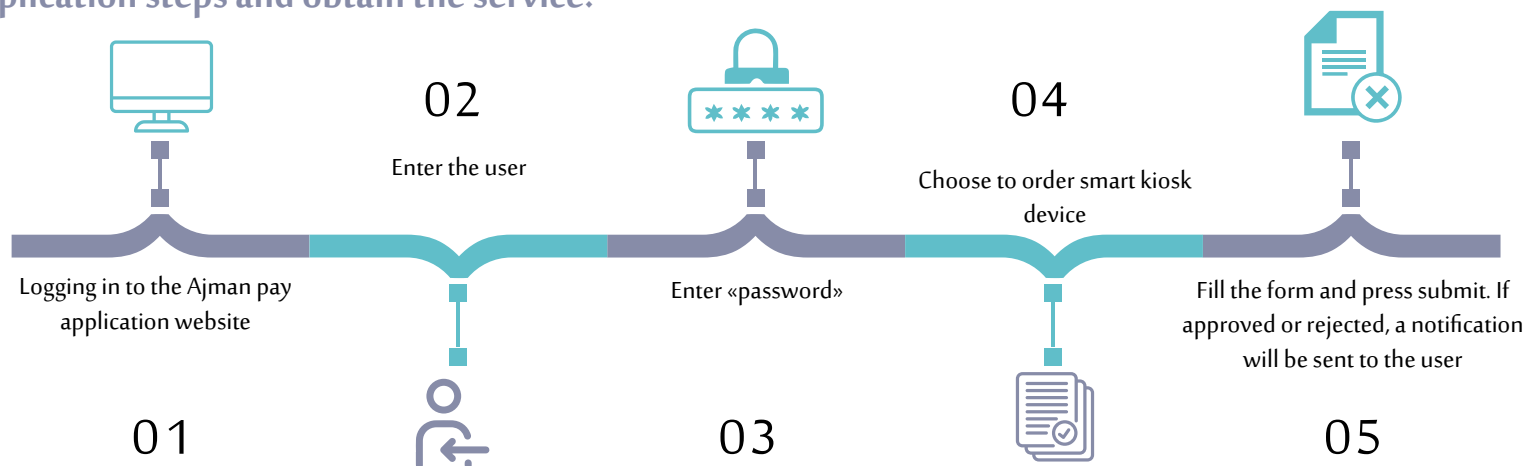
19 Request smart kiosk devices to charge Ajman Wallet



Service description card:



Application steps and obtain the service:



Service interrelationship with other previous services:

- Ajman pay joining service.



Limited service

- Providing space for device installation.
- Availability of an internet connection.
- Providing electricity to operate the device.
- The beneficiary of the service shall be one of the Ajman government agencies.



Service providing channels

- Website

Service completion period	Service provision period
Within two working days from the date of submitting the application.	N/ A
Target customer categories	
Government agencies <ul style="list-style-type: none"> • Municipality and Planning Department • Department of Economic Development • Department of Finance • Port and Customs Department • Department of Land and Real Estate Regulation • Local police force • Tourism Development Department Semi-governmental agencies <ul style="list-style-type: none"> • Ajman Free Media City 	<ul style="list-style-type: none"> • Ajman Free Zone • Ajman Chamber of Industry and Commerce • Transportation Authority • Security Services Support Authority Facilitation centers <ul style="list-style-type: none"> • Tasheel Al-Hajis • Tasheel Almalomat • Tasheel EQC • Tasheel Twasol
Service charge (if applicable):	
N/ A	
Service provision times:	Most frequently asked questions
Official working hours in the emirate	<ul style="list-style-type: none"> • Is there a service charge? • Is it required to provide a SIM card? • Is it required to provide internet for devices? • What is the space required to install the device?

Documenting customer experience



Service/ request

- Request smart kiosk devices

Customer experience stages

The customer obtains service information through the following channels:

- Website for Ajman pay requests.

Submitting service request

- The customer submits the application through the website of the platform.

Communication during the course of the proceedings

- Receiving a notification from the system upon submitting the application.
- Sending an e-mail notification to the communication team.
- Sending an email with the exact time of installation.
- Sending an e-mail notification of the time of the visit to install the device.
- Sending an e-mail notification of the completion of the installation of the device.

Service completion experience

- Sending an e-mail notification of the completion of the installation of the device.

Current challenges for the customer during the experience of providing and completing the service

- Save space for device installation.

Steps

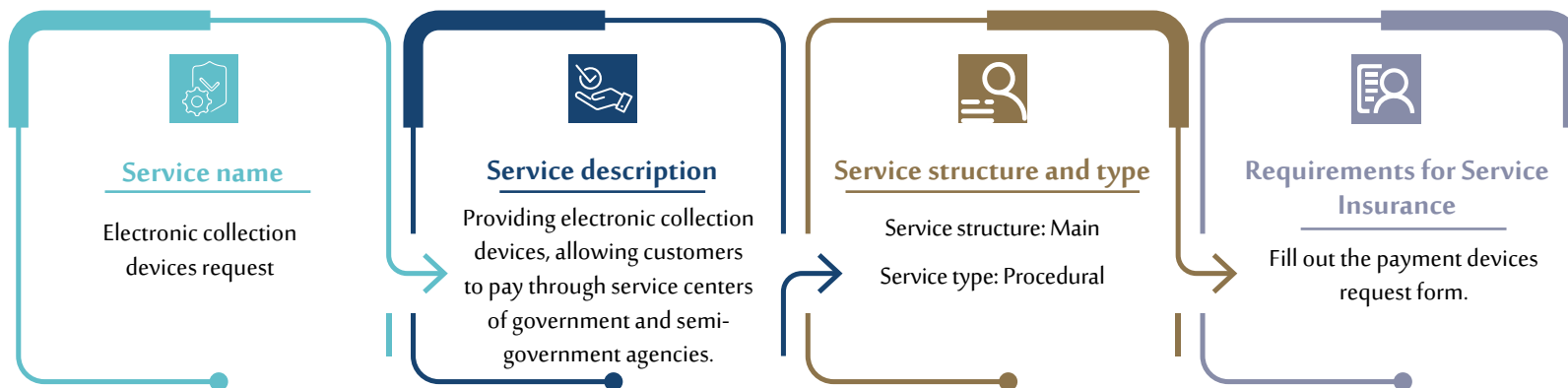


20

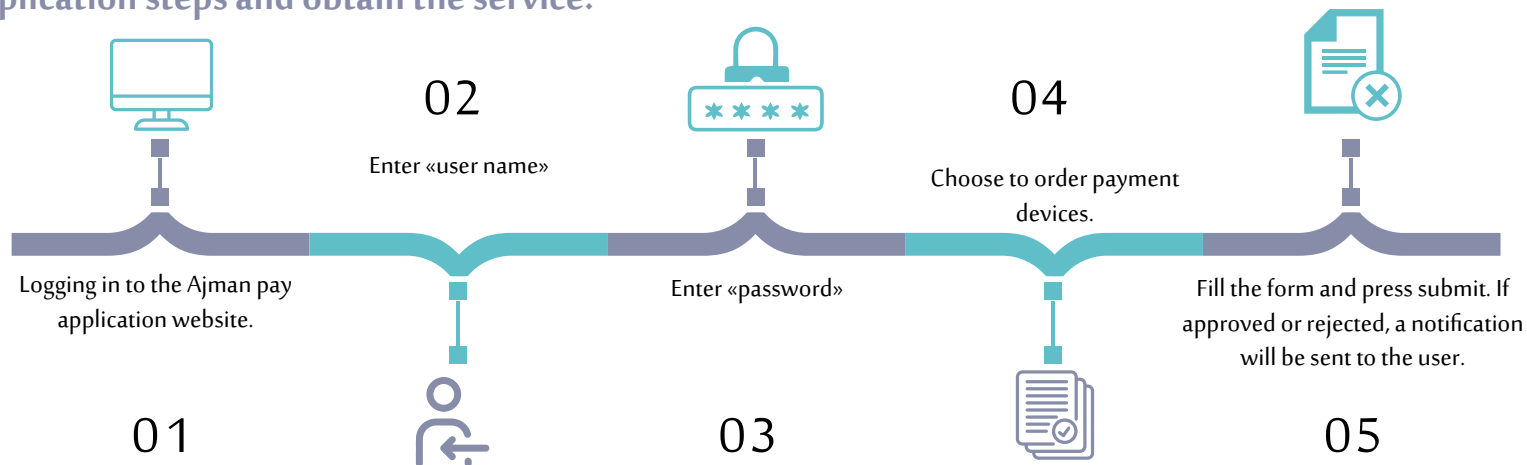
Electronic collection devices request



Service description card:



Application steps and obtain the service:



Service interrelationship with other previous services:

- Ajman pay joining service.



Limited service

- The number of devices required.
- Technical connection with payment devices.
- The number of paper vouchers required for the devices.
- Technical requirements sent when submitting the application to be implemented on the devices of the government or semi-government agencies.



Service providing channels

- Website for Ajman pay requests.

Service completion period	Service provision period
Within two weeks from the date of submitting the application.	N/ A
Target customer categories	
Government agencies <ul style="list-style-type: none"> • Municipality and Planning Department • Department of Economic Development • Department of Finance • Port and Customs Department • Department of Land and Real Estate Regulation • local police force • Tourism Development Department Semi-governmental agencies <ul style="list-style-type: none"> • Ajman Free Media City 	<ul style="list-style-type: none"> • Ajman Free Zone • Ajman Chamber of Industry and Commerce • Transportation Authority • Security Services Support Authority Facilitation centers <ul style="list-style-type: none"> • Tasheel Al-Hajis • Tasheel Almalomat • Tasheel EQC • Tasheel Twasol
Service charge (if applicable):	
N/ A	
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • What documents are required? • Is there a service charge? • Is it required to provide a SIM card? • Is it required to provide internet for devices? • Are there technical requirements to be updated on a computer?

Documenting customer experience



Service/ request

- Payment devices request

Customer experience stages

The customer obtains service information through the following channels:

- Website for Ajman pay requests.

Submitting service request

- The customer submits the application through the website of the platform.

Communication during the course of the proceedings

- Receiving a notification from the system upon submitting the application.
- Sending an e-mail notification to the communication team.
- Sending an e-mail notification of the technical link.
- Sending an e-mail notification to technical support.

Service completion experience

- Sending an e-mail notification of the completion of the technical connection, installation of devices, and agreement on launch on the actual environment.

Current challenges for the customer during the experience of providing and completing the service

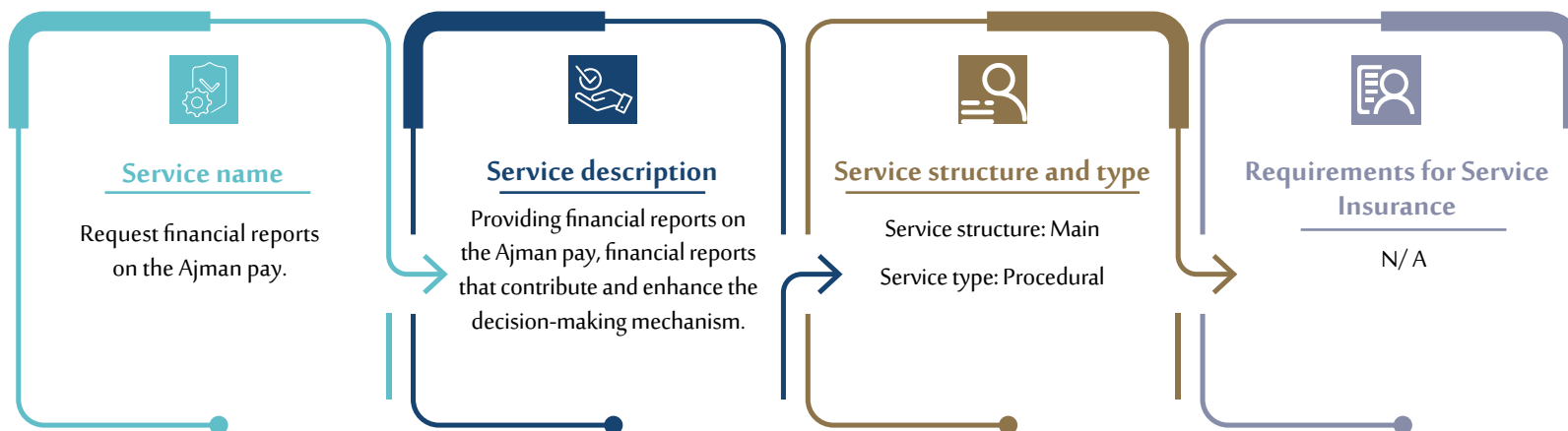
- Providing technical connectivity requirements.

Steps

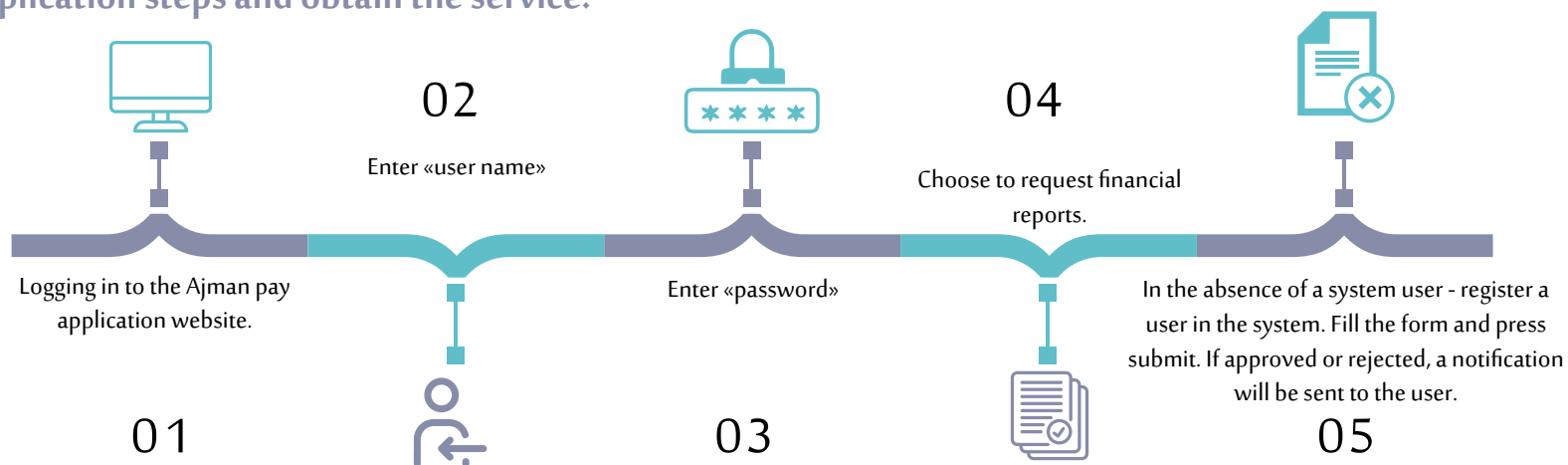


21 Request financial reports on the Ajman pay

Service description card:



Application steps and obtain the service:





Service interrelationship with other previous services:

N/A



Limited service

- Agencies joining the Ajman pay.



Service providing channels

- Website for Ajman pay requests.

Service completion period	Service provision period
Within two working days from the date of submitting the application.	N/A
Target customer categories	
Government agencies <ul style="list-style-type: none"> • Municipality and Planning Department • Department of Economic Development • Department of Finance • Port and Customs Department • Department of Land and Real Estate Regulation • local police force • Tourism Development Department 	Semi-governmental agencies <ul style="list-style-type: none"> • Ajman Free Media City • Ajman Free Zone • Ajman Chamber of Industry and Commerce • Transportation Authority • Security Services Support Authority
Service charge (if applicable):	
N/A	
Service provision times:	Most frequently asked questions
Official working hours in the emirate.	<ul style="list-style-type: none"> • Channels for providing the service of requesting paper packages.

Documenting customer experience



Service/ request

- Request financial reports on the Ajman pay.

Customer experience stages

The customer obtains service information through the following channels:

- Website for Ajman pay requests.

Submitting service request

- The customer submits the request via the website for Ajman pay requests.

Communication during the course of the proceedings

- Receiving a formal letter regarding Receiving the application.
- Sending an e-mail notification of the required financial reports.

Service completion experience

- Sending an e-mail acknowledging the completion of sending the required financial reports.

Current challenges for the customer during the experience of providing and completing the service

- N/A

Steps



Service Delivery Channels

Financial Applications



tawreed.ajman.ae

Smart App



<https://ajmanpay.gov.ae/index-ar.html>

Ajman pay application

Website



www.ajmandof.ae

Department Communication Channels

The department's communication channels vary into a group of channels; With the aim of facilitating and effective communication with all categories of customers in the department, as follows:

Call center



067051111

Department website



www.ajmandof.ae

Department email



nfo@ajmandof.ae

Postal address (P.O. Box)



415

Facebook



Department of Finance Ajman

Twitter



AJMANFD

Instagram



[ajmandof](https://www.instagram.com/ajmandof)

Youtube



Department of Finance Ajman

Suggestions



suggestion@ajmandof.ae

Complaints



complaint@ajmandof.ae

