Customer Service Charter

One of the key goals pursued by Abu Dhabi Agriculture And Food Safety Authority is to provide services with regards to sustaining agricultural development for the Emirate of Abu Dhabi and ensuring food safety throughout the food chain. In line with the government strategy, Abu Dhabi Agriculture And Food Safety Authority is committed to delivering proactive and high quality services according to customers' needs.

@adafsa_gov  @adafsa.gov  adafsa.gov.ae
What You Can Expect From Us:

- Courteous and Respect
- Appreciation and Cooperation
- Speed and Flexibility
- Accuracy and Proficiency

What We Expect From You:

- Appreciate our team’s efforts and treat them with mutual respect.
- Provide required documents to speed up service delivery process.
- Notify us of any mistakes made by us in the course of providing the service as soon as possible.
- Advise us of any change in your personal details.
- Provide the Customer Service Team with detailed answers to serve you better.

What You Can Expect From Us:

- The speed and flexibility
- The patience and the cooperation
- The attention and the concern
- The answers and the inquiries

Our services will be delivered by a cooperative and knowledgeable team that has the expertise to understand your needs and answer your queries.

Our customer service team will treat your service-related complaints as confidential.

Responsiveness

- We will respond to all customers’ questions and address them on time.
- We will provide you with all the requirements needed for each service and dates of completion.

Reliability

- We will provide you with efficient and high quality services in an organized and transparent manner.
- We will work on meeting your expectations of the service provided.

Accessible

- We will work on providing you with services according to times and channels that are suitable to you, where possible.
- We will decrease procedures to provide you with a prompt and smooth service.

Communication

- We will facilitate your communication with us through different channels, to respond to all customers’ questions on time.

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