

Department of Finance



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About the Department

The Department of Finance in the Government of Ajman was established pursuant to Emiri Decree No. (8) of 2002. In 2010, it was reorganized as the Department of Financial and Administrative Affairs under Emiri Decree No. (4) of 2010. In 2012, Emiri Decree No. (15) of 2012 was issued to reorganize it once again as the Department of Finance, designating it as the competent authority responsible for supervising the financial affairs of the Emirate's government.

The Department of Finance seeks to deliver outstanding financial services that contribute to achieving sustainable development in the Emirate of Ajman and enhancing the competitiveness of the state, through the efficient and effective oversight of government financial resources. The Department's responsibilities include preparing and implementing the annual general budget of the Government of Ajman in cooperation with local government entities, issuing final accounts, and supervising public revenues.

The Department also oversees the updating and approval of government resources and the means for their development, in coordination with the relevant government entities. In addition, it prepares draft laws and local decrees related to financial affairs. The Department further provides consultations and technical support to government entities in the areas of implementing the Emirate's unified financial system, thereby enhancing financial governance and improving institutional performance efficiency.

Overview of the Services Guide

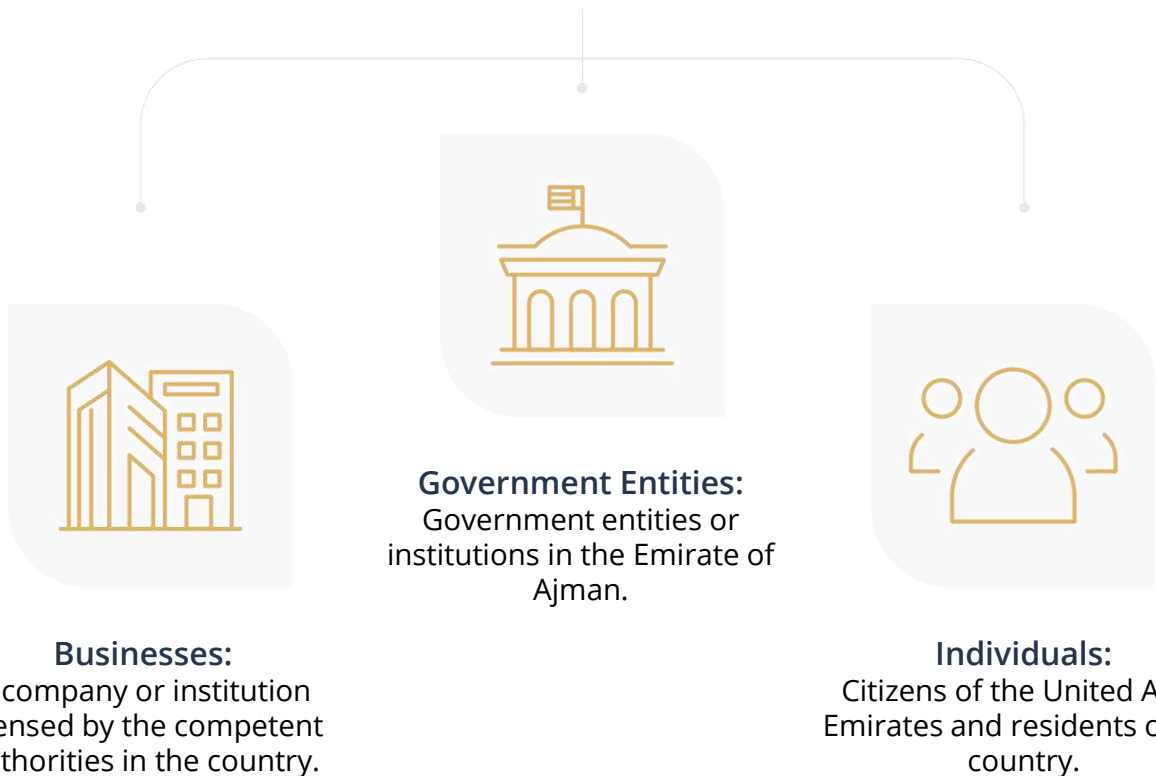
The guide aims to introduce customers and government entities to the services provided by the Department, and to clarify the scope, procedures, and requirements of each service, ensuring transparency and ease of access to government financial services. The guide serves as an approved reference that contributes to unifying service delivery mechanisms, improving customer experience, and enhancing the efficiency and effectiveness of financial operations.



Customer Journey

The **Customer Journey** outlines the key stages a customer goes through to benefit from the services of the Department of Finance, starting from identifying the service and submitting the request, through completing the required procedures and tracking the application, and concluding with the delivery of the service.

Customer Categories



Department Communication Channels

Communication channels at the Department of Finance are diverse to facilitate effective communication and access to service information:



Department Email
info@ajmandof.ae



Department Website
www.ajmandof.ae



Ajman Contact Center
80070



Instagram
ajmandof



Twitter (X)
AJMANFD



Facebook
**Department of Finance
Ajman**



P.O. Box 415, **Ajman**
**Department of Finance
Headquarters**



Fax
067051110



Youtube
**Department of Finance
Ajman**

Service Delivery Channels



AjmanPay Wallet
Application



Tawreed
Platform



iSupport System



Oracle Cloud
System

Strategic Map

2027 – 2025

Mission



Managing financial capabilities and resources through an innovative and reliable model based on partnership and flexibility, to achieve financial sustainability and enhance quality of life in Ajman.

Vision



A pioneering financial model for a sustainable financial environment.

Organizational Values



Innovation



Integration



Flexibility



Proactiveness



Empowerment

Supporting Institutional Objectives



- Human Capital Development
- Development of Information Technology Capabilities
- Efficient and Effective Planning and Management of Financial Resources
- Sustainability of Operations and Institutional Performance

Strategic Institutional Objectives



- Stimulating Non-Government Investment in Infrastructure and Public Service Projects
- Developing Flexible and Sustainable Financial Policies that Support Government Readiness
- Enabling Government Entities to Enhance the Efficiency of Managing Physical and Digital Assets
- Enhancing Financial Performance Efficiency through Program and Results-Based Budgeting

Services Groups

Government Revenue
Department Services **07**

AjmanPay Services **47**

Government Budget
Department Services **14**

Supplier Relations
Services **64**

Government Accounts
Department Services **26**

Support and
Consultation Services **39**

A large, stylized number '01' in a gold color with a white outline. The background is a dark blue gradient with faint, light blue architectural sketches of buildings and a bridge. There are gold decorative shapes in the top-left and bottom-right corners.

Government Revenue Department Services

Government Revenue Department Services

Bank Account Opening Request



Service Description

Opening bank accounts with local banks and financial institutions for government entities



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter indicating the status of the request



Service Delivery Channels
Official Letter



Service-Owning Department
Government Revenue Department



Service Delivery Partners
Banking Entities



Required Documents

- Decree establishing the entity
- Administrative decision on banking authorities
- Emiri decree regarding the appointment of the Director General
- Signature specimens from banking entities
- Official documents of authorized signatories: valid copy of passport and Emirates ID



Service Limitations

- Compliance with Emiri Decree No. (1) of 2019 regarding financial and banking authorities in the Government of Ajman
- Emiri Decree No. (7) of 2024 concerning the Executive Regulations of the Financial Law in the Government of Ajman



Service Completion Time
10 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Revenue Department Services

Request to Add / Modify a Banking Signature



Service Description

Granting an employee authorization to disburse from the government entity's bank accounts in accordance with the administrative decision on banking authorities issued in this regard.



Target Customer Segments
Government Entities



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter regarding the status of the request



Service Delivery Channels
Official Letter



Service-Owning Department
Government Revenue Department



Service Delivery Partners
Banking Entities



Required Documents

- Emiri decree regarding the appointment of the Director General
- Administrative decision on banking authorities
- Personal documents (in case of addition), including a valid copy of the passport and Emirates ID
- Signature specimens from banking entities



Service Limitations
Compliance with Emiri Decree No. (1) of 2019 regarding financial and banking authorities in the Government of Ajman



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Revenue Department Services

Bank Account Closure Request



Service Description

Closing the bank account upon completion of its purpose, based on a request from the government entity or a recommendation from the Department of Finance.



Target Customer Segments
Government Entities



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Completing signature forms from banking entities
- Receiving an official letter regarding the status of the request



Service Delivery Channels
Official Letter



Service-Owning Department
Government Revenue Department



Service Delivery Partners
Banking Entities



Required Documents

N/A



Service Limitations
Compliance with Emiri Decree No. (7) of 2024 concerning the Executive Regulations of the Financial Law in the Government of Ajman



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Revenue Department Services

Request to Cancel a Banking Signature



Service Description

Cancellation of the banking signatory authorization for the person authorized to disburse from the government entity's bank accounts



Target Customer Segments
Government Entities



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving an official letter regarding the status of the request



Service Delivery Channels
Official Letter



Service-Owning Department
Government Revenue Department



Service Delivery Partners
Banking Entities



Service Limitations
N/A



Required Documents

N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Revenue Department Services

Request to Study the Update of Service Fees and Violation Penalties



Service Description

Review of government entities' requests to update service fees and violation penalties.



Target Customer Segments

Government Entities



Service Structure

Primary



Service Type

Procedural



Service Audience Classification

Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving the Department of Finance's feedback and initial approval



Service Delivery Channels

Official Letter



Service-Owning Department

Government Revenue Department



Service Delivery Partners

N/A



Required Documents

- Draft legislation under study
- Benchmarking model for updating service fees and violation penalties



Service Limitations

Compliance with the Ruler's Representative Decision No. (1) of 2023 regarding the Guide for Calculating Costs and Pricing Government Services



Service Completion Time

13 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

Government Revenue Department Services

Request to Define, Amend, or Deactivate an Activity



Service Description

Submitting a request to define, modify, or deactivate an activity in the ERP and the AjmanPay Platform



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Revenue Department



Required Documents

- Emiri decree related to the activity
- Activity definition form



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
Record Exists

02

Government Budget Department Services

Government Budget Department Services

Financial Allocation Request



Service Description

Submission of financial allocation requests for review and approval based on the issued financial circular, and submission of recommendations for final approval by the government leadership.



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Log in to the Oracle Cloud system.
- Access the Budget Monitoring page.
- Select the Planning application.
- Select the service.
- Create a service request, complete the required data, and submit the request.
- Receive an official letter with the approved requests.



Service Delivery Channels
Financial Planning System (Istidama) – EPM



Service-Owning Department
Government Budget Department



Required Documents

Any additional documents requested by the Department of Finance based on the nature of the request.



Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



Service Limitations
Compliance with the instructions of the financial circular.



Service Completion Time
As per the issued financial circular



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Transfer Request



Service Description

Amending the approved budget of the government entity to reallocate financial appropriations between program accounts within the entity



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Automatically processing the transfer through the system if it falls within the authorities of the Director General of the submitting entity
- Receiving an email regarding the request status



Service Delivery Channels
Financial Planning System (Istidama) – EPM



Service-Owning Department
Government Budget Department



Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



Required Documents

Supporting Documents



Service Limitations

Compliance with Decision No. (7) of 2025 regarding the authorities for transfers between financial appropriations included in the annual budget of government departments, and Decision No. (8) of 2025 regarding the delegation of the Director General of the Department of Finance to carry out certain transfers.



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Additional Support Request



Service Description

Submitting a request for additional financial or logistical support beyond the allocations previously approved in the financial plan.



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Receiving an email regarding the request status



Service Delivery Channels
Financial Planning System (Istidama) – EPM



Service-Owning Department
Government Budget Department



Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



Required Documents

Supporting Documents



Service Limitations
An approved initiative number must be available in the financial system.



Service Completion Time
10 Working days



Service Fees
N/A



Service Integration with Other Services
New Initiative Request

Government Budget Department Services

New Initiative Request



Service Description

Applying for approval of a new initiative not previously included in the financial plan.



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Planning) application
- Selecting Initiative Management
- Selecting the version and scenario
- Selecting the annual budget
- Selecting new initiatives
- Creating the request and completing the required data
- Receiving an email regarding the request status



Service Delivery Channels
Financial Planning System (Istidama) – EPM



Service-Owning Department
Government Budget Department



Required Documents

Supporting Documents for Financial Estimation



Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



Service Limitations
N/A



Service Completion Time
10 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Inter-Entity Transfer Request



Service Description

Transferring financial allocations between approved program accounts in the budget from one government entity to another.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Oracle Cloud System
- Accessing the Budget Monitoring page
- Selecting the (Execution) application
- Selecting the service
- Creating a service request and completing the required data
- Receiving an email regarding the request status



Service Delivery Channels
Financial Planning System (Istidama) – EPM



Service-Owning Department
Government Budget Department



Required Documents

Decision of the Chairman of the Executive Council



Service Delivery Partners

- Department of Human Resources
- Department of Digital Ajman



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Request to Cancel and Create Vacant Positions



Service Description

Submitting a request to cancel existing job vacancies and create new ones.



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Service Delivery Partners
Department of Human Resources



Required Documents

N/A



Service Limitations
The total value of newly created vacancies must be equal to the total value of canceled vacancies.



Service Completion Time
3 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Manual Appointment Request



Service Description

This service applies to all appointments that are not automated in the Human Resources Department system, including completing the appointment procedures, verifying the availability of allocations, and registering the employee in the HR system.



Service Structure
Primary



Service Type
Procedural



Target Customer Segments
Government Entities



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Required Documents

- Appointment form
- Appointment decision and commencement of work issued by the entity
- Employee personal documents



Service Delivery Partners
Department of Human Resources



Service Limitations
N/A



Service Completion Time
3 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Balance Adjustment Request



Service Description

Submitting a request to the competent financial authority to adjust promotion or secondment balances for employees.



Target Customer Segments
Government Entities



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Required Documents

Balance Adjustment Table



Service Delivery Partners
Department of Human Resources



Service Limitations
N/A



Service Completion Time
3 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Extended Contract Signing Request



Service Description

Submitting a request for approval to sign a contract extending beyond one financial year that has a financial impact on the approved financial plan.



Target Customer Segments
Government Entities



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Required Documents

- Extended contract signing form
- Supporting documents for financial estimation



Service Delivery Partners
Department of Digital Ajman



Service Limitations
N/A



Service Completion Time
3 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Manual Secondment or Promotion Entry Request

Service Description



Submitting a request to manually record a secondment or promotion transaction in the financial system, in cases where automated procedures through the electronic system cannot be completed, in-order-to finalize appointment procedures, verify the availability of required allocations, and record the data in the system.



Service Structure
Supplementary



Service Type
Procedural



Target Customer Segments
Department of Human Resources



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Service Delivery Partners
N/A



Service Limitations
N/A



Required Documents

- Secondment or promotion decision
- Secondment request form (in case of secondment)



Service Completion Time
3 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Budget Department Services

Request for Financial Impact Assessment of Government Legislation



Service Description

Studying the financial impact of government legislation on revenues and expenditures as-a-result of any changes that may arise in government entities.



Target Customer Segments

Legislation Committee of the Emirate of Ajman



Service Structure

Primary



Service Type

Procedural



Service Audience Classification

Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Submitting a request through an official letter to the Department of Finance
- Receiving an official letter containing the Department of Finance's feedback



Service Delivery Channels

Official Letter



Service-Owning Department

Government Budget Department



Required Documents

A comprehensive preliminary study of the topics and issues proposed to be issued in the form of legislation (draft legislation under study).



Service Delivery Partners

N/A



Service Limitations

N/A



Service Completion Time

15 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

03

Government Accounts Department Services

Government Accounts Department Services

Technical Support for the Financial Planning System (Istidama)



Service Description

Technical support for users of the Financial Planning System provided by the Department of Finance to local entities, including resolving technical issues and following up on the implementation of appropriate technical solutions.



Service Structure
Secondary



Service Type
Procedural



Target Customer Segments
Government Entities



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Technical Support for Procurement Applications



Service Description

Providing technical support to users of the procurement and inventory applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



Service Structure
Secondary



Service Type
Procedural



Target Customer Segments
Government Entities



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Payroll Technical Support



Service Description

Providing technical support to users of the human resources applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Financial Applications Technical Support



Service Description

Providing technical support to users of the various financial electronic applications offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



Service Structure

Secondary



Service Type

Procedural



Target Customer Segments

Government Entities



Service Audience Classification

Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels

Support System (iSupport)



Service-Owning Department

Government Accounts Department



Required Documents

N/A



Service Delivery Partners

N/A



Service Limitations

N/A



Service Completion Time

5 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

Government Accounts Department Services

Technical Support for the Smart Assets System



Service Description

Providing technical support to users of the various financial electronic applications offered by the Department of Finance to local entities, including resolving technical issues and ensuring the implementation of appropriate technical solutions.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Business Intelligence System Technical Support



Service Description

Providing technical support to users of the BI application offered by the Department of Finance to local entities, including troubleshooting technical issues and monitoring the implementation of technical solutions.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Financial Applications User Access Request



Service Description

Request to Add or Remove Responsibilities and Approvals in Financial Applications



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Procurement Applications User Access Request



Service Description

Request to Add or Remove Responsibilities and Approvals in the SCM System.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

EPM Application User Responsibility



Service Description

Request for Add or remove responsibilities and approvals in EPM System.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Government Accounts Department Services

Human Resources Applications Technical Support



Service Description

HRD DBA Services Support Request



Target Customer Segments

Department of Human Resources



Service Structure

Secondary



Service Type

Procedural



Service Audience Classification

Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels

Support System (iSupport)



Service-Owning Department

Government Accounts Department



Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered.



Service Delivery Partners

N/A



Service Limitations

N/A



Service Completion Time

5 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

Government Accounts Department Services

Migration Change Request



Service Description

HRD CR Migration Services Change Request.



Target Customer Segments

Department of Human Resources



Service Structure

Secondary



Service Type

Procedural



Service Audience Classification

Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels

Support System (iSupport)



Service-Owning Department

Government Accounts Department



Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered.



Service Delivery Partners

N/A



Service Limitations

N/A



Service Completion Time

5 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

Government Accounts Department Services

Request to Add and Activate a New Account in the Government Chart of Accounts



Service Description

Submitting a request to open a new general ledger account for accounting purposes related to the nature of the entity, which is reviewed by the Department's Operations Team.



Target Customer Segments
Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Logging in to the Salesforce system
- Selecting the service group
- Selecting the required service
- Submitting the request and adding the required data and attachments
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Email



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

04

Support and Consultation Services

Support and Consultation Services

Financial Planning Support and Consultation Request



Service Description

This service allows government entities to submit support and consultation requests related to the Financial Planning Section.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Financial Reporting Support and Consultation Request



Service Description

This service enables government entities to submit support and consultation requests related to the Financial Reporting Section.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Budget Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Financial Operations Support and Consultation Request



Service Description

This service enables government entities to submit support and consultation requests related to the Financial Operations Section.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Financial Resources Development Support and Consultation Request



Service Description

This service enables government entities to submit support and consultation requests related to the Financial Resources Development Section.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Revenues Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Revenues Follow-up Support and Consultation Request



Service Description

This service enables government entities to submit support and consultation requests related to the Revenues Follow-up Section.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Revenues Department



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Tax Affairs Office Support and Consultation Request



Service Description

This service allows government entities to submit support and consultation requests related to the Tax Affairs Office.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Tax Affairs Office



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

Support and Consultation Services

Policy and Consultation Office Support and Consultation Request



Service Description

This service allows government entities to submit support and consultation requests related to the Policy and Consultation Office.



Target Customer Segments
Government Entities



Service Structure
Secondary



Service Type
Informational



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Accessing the Support System
- Selecting the service group
- Selecting the required service
- Submitting the request and entering the required data
- Receiving an email regarding the request status
- Completing the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Policy and Consultation Office



Required Documents

N/A



Service Delivery Partners
N/A



Service Limitations
N/A



Service Completion Time
5 Working days



Service Fees
N/A



Service Integration with Other Services
N/A

05

AjmanPay Services

AjmanPay Services

AjmanPay Wallet Creation Request



Service Description

Creating a digital wallet on the AjmanPay Platform for paying government fees and transactions.



Target Customer Segments
Individuals



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Individuals (G2C)



Steps to Apply for and Obtain the Service

- Selecting “Register” using Digital Identity
- Scanning the Emirates ID and completing the required data
- Receiving an SMS confirming wallet creation



Service Delivery Channels
AjmanPay Wallet Smart Application



Service-Owning Department
Government Accounts Department



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
Users with a Digital ID



Required Documents

Emirates ID



Service Completion Time
1 Working day



Service Fees
N/A



Service Integration with Other Services
N/A

AjmanPay Services

AjmanPay Wallet Top-Up Request



Service Description

Adding balance to the wallet through approved electronic channels.



Target Customer Segments
Individuals



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Individuals (G2C)



Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select the "Top-Up Balance" request
- Fill in the required information and complete the payment procedure
- Receive a notification confirming service completion



Service Delivery Channels

- AjmanPay Wallet Smart Application
- Smart Kiosks
- Al-Hajis Center



Service-Owning Department
Government Accounts Department



Required Documents

Emirates ID



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
Users with a Digital ID



Service Completion Time
Immediate



Service Fees


- FAB Cash Deposit Machines: AED 8
- MBME Kiosks: AED 8
- FAB Mobile App and Internet Banking: AED 8





Service Integration with Other Services
AjmanPay Wallet Creation Request


AjmanPay Services


Beneficiary Addition Request


**Service Description**
Adding a beneficiary among wallet users to transfer balance between digital wallets.

**Target Customer Segments**
Individuals


**Service Structure**
Supplementary


**Service Type**
Procedural


**Service Audience Classification**
Government to Individuals (G2C)

**Steps to Apply for and Obtain the Service**


- Log in using Digital ID
- Select the “Send Money” request
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion


**Service Delivery Channels**
AjmanPay Wallet Smart Application


**Service-Owning Department**
Government Accounts Department


**Required Documents**


Emirates ID

**Service Delivery Partners**
First Abu Dhabi Bank

**Service Limitations**
Users with a Digital ID

**Service Completion Time**
Immediate

**Service Fees**
N/A

**Service Integration with Other Services**
AjmanPay Wallet Creation Request

AjmanPay Services

Funds Transfer Request

<

AjmanPay Services

Wallet Refund Request



Service Description

Redeeming the balance available in the digital wallet and transferring it to bank accounts.



Target Customer Segments
Individuals



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Individuals (G2C)



Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Choose the "Withdraw Money from Wallet" request
- Select the current or a new bank account
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



Service Delivery Channels
AjmanPay Wallet Smart Application



Service-Owning Department
Government Accounts Department



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
Users with a Digital ID



Required Documents

Emirates ID



Service Completion Time
Immediate




Service Fees
AED 25 – excluding VAT





Service Integration with Other Services
AjmanPay Wallet Creation Request


AjmanPay Services


Temporary Card Block Request


**Service Description**
Temporarily blocking the wallet via the platform app with the option to reactivate the card at any time.

**Target Customer Segments**
Individuals


**Service Structure**
Supplementary


**Service Type**
Procedural


**Service Audience Classification**
Government to Individuals (G2C)

**Steps to Apply for and Obtain the Service**


- Log in using Digital ID
- Select “My Wallets & Cards”
- Choose the “Close Wallet” request
- Complete the procedure
- Receive a notification confirming service completion


**Service Delivery Channels**
AjmanPay Wallet Smart Application


**Service-Owning Department**
Government Accounts Department


**Required Documents**


Emirates ID

**Service Delivery Partners**
First Abu Dhabi Bank

**Service Limitations**
Users with a Digital ID


**Service Completion Time**
Immediate


**Service Fees**
N/A


**Service Integration with Other Services**
AjmanPay Wallet Creation Request


AjmanPay Services


Wallet Closure Request


**Service Description**
Submitting a request to close the digital wallet.

**Target Customer Segments**
Individuals


**Service Structure**
Supplementary


**Service Type**
Procedural


**Service Audience Classification**
Government to Individuals (G2C)

**Steps to Apply for and Obtain the Service**


- Log in using Digital ID
- Select “My Wallets & Cards”
- Choose the “Close Wallet” request
- Complete the procedure
- Receive a notification confirming service completion


**Service Delivery Channels**
AjmanPay Wallet Smart Application


**Service-Owning Department**
Government Accounts Department


**Required Documents**


Emirates ID

**Service Delivery Partners**
First Abu Dhabi Bank

**Service Limitations**
Users with a Digital ID

**Service Completion Time**
Immediate

**Service Fees**
N/A

**Service Integration with Other Services**
AjmanPay Wallet Creation Request

AjmanPay Services

Sahala Card Request (Individuals)



Service Description

Issuing a prepaid card for individuals via the AjmanPay Platform, providing a digital payment method without the need for a bank account, with a balance limit of AED 25,000 after verification.



Target Customer Segments
Individuals



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification
Government to Individuals (G2C)



Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select "My Wallets & Cards"
- Click the "My Cards" button
- Choose "Submit Request" for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



Service Delivery Channels
AjmanPay Wallet Smart Application



Service-Owning Department
Government Accounts Department



Required Documents

Emirates ID



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
Users with a Digital ID



Service Completion Time

Immediate for the virtual card, 3 working days for the physical card



Service Fees

AED 25 delivery fee – excluding VAT (for physical cards only)



Service Integration with Other Services
AjmanPay Wallet Creation Request

AjmanPay Services

Physical Card Linking Request to Sahala Card (Individuals)



Service Description

Linking the physical card with the individual Sahala card account on the platform to synchronize balance and transactions between the card and the wallet.



Target Customer Segments
Individuals



Service Structure

Secondary –
Supplementary



Service Type

Procedural



Service Audience Classification

Government to Individuals
(G2C)



Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select “My Wallets & Cards”
- Click the “My Cards” button
- Choose “Link Your Physical Card” for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



Service Delivery Channels

AjmanPay Wallet Smart
Application



Service-Owning Department

Government Accounts
Department



Required Documents

Emirates ID



Service Delivery Partners

First Abu Dhabi Bank



Service Limitations

Users with a Digital ID



Service Completion Time

Immediate



Service Fees

N/A



Service Integration with Other Services

AjmanPay Wallet
Creation Request

AjmanPay Services

Al-Riyada Card Request (Individuals)



Service Description

Issuing a prepaid card for individuals via the AjmanPay Platform, providing a digital payment method without the need for a bank account, with a balance limit of AED 75,000 and Visa Platinum benefits.



Target Customer Segments
Individuals



Service Structure

Secondary –
Supplementary



Service Type

Procedural



Service Audience Classification

Government to Individuals (G2C)



Steps to Apply for and Obtain the Service

- Log in using Digital ID
- Select “My Wallets & Cards”
- Click the “My Cards” button
- Choose “Submit Request” for the Sahala Card (Individuals)
- Fill in the required information and complete the procedure
- Receive a notification confirming service completion



Service Delivery Channels

AjmanPay Wallet Smart Application



Service-Owning Department

Government Accounts Department



Service Delivery Partners

First Abu Dhabi Bank



Service Limitations

Users with a Digital ID



Required Documents

Emirates ID



Service Completion Time

Immediate for the virtual card, 3 working days for the physical card



Service Fees

AED 25 delivery fee – excluding VAT (for physical cards only)




Service Integration with Other Services


AjmanPay Wallet Creation Request

AjmanPay Services


Silver Card Request (Corporate)




Service Description
Issuing a prepaid card for companies, providing a digital payment method without the need for a bank account.




Service Structure
Secondary



Service Type
Procedural




Service Audience Classification
Government to Business (G2B)




Steps to Apply for and Obtain the Service


- Visit the bank branch
- Submit a request to issue the card
- Receive the activated card



Service Delivery Channels
AjmanPay Wallet Smart Application




Service-Owning Department
Government Accounts Department




Required Documents


- Government Silver Card Request Form for Companies
- Valid Emirates ID or Passport
- Commercial License / Company Registration
- Title Deed




Service Delivery Partners
First Abu Dhabi Bank




Service Limitations
Users with a Digital ID and a valid commercial license



Service Completion Time
3 working days



Service Fees
AED 25 delivery fee – excluding VAT



Service Integration with Other Services
N/A

AjmanPay Services

AjmanPay Platform Onboarding Request



Service Description

Request to AjmanPay Platform Onboarding Request for Revenue Collection and Report Access.



Target Customer Segments

- Government Entities
- Semi-Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Send an official letter
- Fill out the membership document and submit it
- Receive a response from the bank via email



Service Delivery Channels
Official Letter



Service-Owning Department
Government Accounts Department



Required Documents

Membership Document



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
N/A



Service Completion Time
30 working days



Service Fees
According to the Amiri Decision



Service Integration with Other Services
N/A

AjmanPay Services

Financial Technical Support Request for AjmanPay Platform



Service Description

Submitting a Technical Support Request for Financial Matters on the AjmanPay Platform, including transaction payments, account balances, or payment processing issues.



Target Customer Segments

- Government Entities
- Semi-Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and add the required data and attachments
- Receive an email with the request status
- Complete the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Service Delivery Partners
N/A



Service Limitations
N/A



Required Documents

A screenshot or any relevant document that provides a clear description of the issue encountered



Service Completion Time
5 working days



Service Fees
N/A



Service Integration with Other Services
AjmanPay Wallet Creation Request

AjmanPay Services

Information Systems Support Request for AjmanPay Platform



Service Description

Submitting a Technical Support Request for IT-Related Issues on the AjmanPay Platform, such as system errors, login problems, technical malfunctions, and other related issues.



Target Customer Segments

- Government Entities
- Semi-Government Entities



Service Structure
Secondary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and attach the required data and documents
- Receive an email with the request status
- Complete the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Service Delivery Partners
N/A



Service Limitations
N/A



Required Documents

A screenshot or any relevant document that clearly describes the issue encountered



Service Completion Time
5 working days



Service Fees
N/A



Service Integration with Other Services
AjmanPay Wallet Creation Request

AjmanPay Services

Request for Smart Kiosk Devices to Top Up AjmanPay Wallet



Service Description

Providing smart kiosk devices, enabling users with multiple and diverse channels to recharge the AjmanPay Wallet.



Target Customer Segments

- Government Entities
- Semi-Government Entities



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Send an official letter or email to the department
- Fill out the request form
- Receive an email with the request status



Service Delivery Channels
Official Letter or Email



Service-Owning Department
Government Accounts Department



Service Delivery Partners
MBME



Required Documents

N/A



Service Limitations

1. Availability of space to install the device
2. Availability of an internet SIM card
3. Availability of electricity to operate the device
4. The service recipient must



Service Completion Time
14 working days



Service Fees
N/A



Service Integration with Other Services
AjmanPay Platform Onboarding Request

AjmanPay Services

Electronic Collection Devices Request



Service Description

Providing electronic collection devices, enabling users to make payments through service centers of government and semi-government entities.



Target Customer Segments

- Government Entities
- Semi-Government Entities
- Tasheel Centers



Service Structure
Primary



Service Type
Procedural



Service Audience Classification
Government to Government (G2G)



Steps to Apply for and Obtain the Service

- Log in to the iSupport system
- Select the service group
- Choose the required service
- Submit the request and attach the required data and documents
- Receive an email with the request status
- Complete the survey



Service Delivery Channels
Support System (iSupport)



Service-Owning Department
Government Accounts Department



Service Delivery Partners
First Abu Dhabi Bank



Service Limitations
N/A



Required Documents

N/A



Service Completion Time
14 working days



Service Fees
N/A



Service Integration with Other Services
AjmanPay Platform Onboarding Request

A large, stylized number '06' in a bold, rounded font. The digits are filled with a mustard yellow color and have a white outline. The background is a dark blue gradient with faint, light blue architectural sketches of buildings and a bridge. There are yellow decorative shapes in the top-left and bottom-right corners.

06

Supplier Relations Services

Supplier Relations Services

Supplier Registration Request



Service Description

This service enables companies to register as approved suppliers on the Tawreed platform to participate in government procurement and tenders.



Target Customer Segments

Entities Holding a Valid Commercial License within the Country



Service Structure

Primary



Service Type

Procedural



Service Audience Classification

Government to Business (G2B)



Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit it
- Receive an email with the request status



Service Delivery Channels

Tawreed Platform



Service-Owning Department

Government Accounts Department



Service Delivery Partners

N/A



Service Limitations

N/A



Required Documents

Commercial License



Service Completion Time

1 Working day



Service Fees

AED 100



Service Integration with Other Services

N/A

Supplier Relations Services

Supplier Registration Renewal Request



Service Description

This service enables companies to register as approved suppliers on the Tawreed platform to participate in government procurement and tenders.



Target Customer Segments

Entities Holding a Valid Commercial License within the Country



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification

Government to Business (G2B)



Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit
- Receive an email with the request status



Service Delivery Channels

Tawreed Platform



Service-Owning Department

Government Accounts Department



Service Delivery Partners

N/A



Service Limitations

N/A



Required Documents

Commercial License



Service Completion Time
1 Working day



Service Fees
N/A



Service Integration with Other Services

Supplier Registration Request

Supplier Relations Services

Supplier Details Update Request



Service Description

This service enables registered suppliers to update their information on the Tawreed platform.



Target Customer Segments

Entities Holding a Valid Commercial License within the Country



Service Structure
Supplementary



Service Type
Procedural



Service Audience Classification

Government to Business (G2B)



Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Select the request
- Add the required data and submit
- Receive an email with the request status



Service Delivery Channels

Tawreed Platform



Service-Owning Department

Government Accounts Department



Required Documents

Commercial License



Service Delivery Partners

N/A



Service Limitations

N/A



Service Completion Time
1 Working day



Service Fees
N/A



Service Integration with Other Services

Supplier Registration Request

Supplier Relations Services

Technical Support Request for the Tawreed Platform



Service Description

Providing technical support to suppliers using the Tawreed platform.



Target Customer Segments

Entities Holding a Valid Commercial License within the Country



Service Structure

Primary



Service Type

Informational



Service Audience Classification

Government to Business (G2B)



Steps to Apply for and Obtain the Service

- Log in to the Tawreed platform
- Click on “Contact Us”
- Add the required data and submit
- Receive an email with the request status



Service Delivery Channels

Tawreed Platform



Service-Owning Department

Government Accounts Department



Service Delivery Partners

N/A



Service Limitations

N/A



Required Documents

N/A



Service Completion Time

3 Working days



Service Fees

N/A



Service Integration with Other Services

N/A

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