



Welcome to Dubai Government's website for Central Customer and Employee Suggestions.

Dubai government is keen on providing the most sophisticated service for its employees and customers which satisfies their needs and exceeds their expectations. It also believes in involving the different categories of society in making efforts to provide excellent and quality services. Dubai Government has created communication channels with various persons of interest to know the customers' observations, keeping in mind their cultural and societal diversities, as feedback from any person is the principle and most important means of simplifying procedures and improving performance.

We invite all employees and customers to submit their suggestions that are aimed to develop and improve the level of services provided.

Channel for receiving suggestions:

Website: www.dc.gov.ae
<http://esuggest.dubai.ae>
Fax: +97143355553

Suggestion boxes:

- Dubai Courts Main Head Quarters.
- Twar Branch.
- Barsha Branch.
- Department of Economy Branch.

Procedure for submitting suggestions

Sign in (User name – Password)

Through this field you can enter the user name and password

which allows you to register your suggestion and follow it up.

New user (Registration)

Through this field you can register for a new account as shown below.

Information with (*) before it is compulsory.

The password should not be less than 15 characters and should not have spaces beginning with a letter and numbers from (0-9) and (_) and letters allowed are A-Z a-z.

Following up suggestions (Ticket number)

You can enter the ticket number for inquiring about suggestions.

Useful suggestion	Points	Reward
-Useful suggestion but cannot applied currently.	1	Certificate
- Suggestion to simplify and improve procedures, enhance services, provide new services, and gain customer satisfaction.	3	AED 100 + Certificate
- Suggestion to improve the overall environment, health and safety, reinforcing institutional belonging and developing employee skills.	6	AED 300 + Certificate
- Suggestion to reduce cost, increase income, benefit from unutilized resources and guiding consumption.	6	AED 300 + Certificate
Suggestion with financial returns of more than AED 100,000	12	AED 3000 + Certificate
Suggestion with high financial returns of more than AED 500,000	20	AED 10,000 + Certificate

The electronic services on Dubai Courts website can also be useful.

For more information call: +971 4 3030800 / +971 4 3347777