

## The Voice of Supplier's channel Guide

### How to Submit Suggestions & Complaints?

Expand your Business with Dubai Government  
Welcome to the eSupply portal of Dubai Government

**BUSINESS AREA**

eSupply is the official online channel for interaction with buyers from across the Government.

Suppliers, click here to register to participate in Dubai Government Tenders!

Register to receive email alerts on all tenders and RFXs published, access relevant tender documents online & participate in transparent online bidding activities for contracts and tenders published by all major Dubai Government Departments

Looking for new business with Dubai Government?

View current tender opportunities online. Search among list of active tenders for business opportunities from across Dubai Government entities.

MAJOR ENGINEERING PROJECTS ANNOUNCEMENT

Click here to access the full list and to conduct your search.

**USER LOGIN**

Username

Password

GO

Forgot your password?

New Supplier? Register now on eSupply!  
(Registration for Supplier Companies ONLY)

1- Browse to the platform Login page:

<https://esupply.dubai.gov.ae/>

2- On the Login page, enter your Username and Password, and click to Enter the platform:

**USER LOGIN**

Username

Password

GO

Forgot your password?

New Supplier? Register now on eSupply!  
(Registration for Supplier Companies ONLY)

- 3- To submit a suggestion or a complaint to GDRFA as supplier, from the main page after login under 'user profile' are on the right-hand side click on 'Voice of Suppliers'

- 4- Once the page is opened, please ensure to fill all the mandatory details in the form.

**Voice of Suppliers (For General Directorate of Residency and Foreigners Affairs ONLY)**

Full Name - الاسم \*:

Company Name - الشركة \*:

Telephone Number - رقم الهاتف \*:

Email Address - البريد الإلكتروني \*:

Type - النوع \*:

Please write your Suggestion/Complaint\*  
\*كتابة الإقتراح /الرأي /الشكوى

Main Page Submit

While filling the form, ensure to select the type of request you are submit whether it is suggestion or complaint

Type - النوع\*:

Please write your  
Suggestion/Complaint\*

\*: كتابة الإقتراح /الرأي /الشكوى

5- Once you complete all the de ail lea e click on "Submit" to proceed.



You will be redirected to confirmation page showing the details of your request and you will receive an email confirmation.

**Request Submitted**

Dear Supplier,

This is to confirm that your Suggestion/Complaint has been successfully submitted to General Directorate of Residency and Foreigners Affairs Corporation with the following details:

1. Full Name - الاسم - **Test Company**
2. Company Name - الشركة - **test company**
3. Telephone Number - رقم الهاتف - **0501234567**
4. Email Address - البريد الإلكتروني - **abc@test.com**
5. Type - النوع - **Suggestion - إقتراح**
6. Please write your Suggestion/Complaint - كتابة الإقتراح /الرأي /الشكوى - **Test Suggestion**

Thank you!

GDRFA will get back to you within 21 Working Hours.

**Thank you!**

**Need assistance?**

Phone: (800Tenders) / (+971) 800 8363377

Email: [sourcingsupport@tejari.com](mailto:sourcingsupport@tejari.com)