

# **FAHR discusses with the Customer Council the ways to Zero Bureaucracy in Human Resources procedures**

The session was attended by H.E. Laila Obaid AL Suwaidi, Director General of FAHR, H.E. Mohammed bin Taliah, Head of Government Services for the Government of the UAE, and H.E. Ibrahim Fikri, Executive Director of the Support Services Sector and Leader of Zero Bureaucracy Team in FAHR, in addition to a number of human resources managers, officials and employees from various ministries and federal entities, along with the Zero Bureaucracy Work Team of the Prime Minister's Office as well as a number of FAHR's leaders and employees.

## **Customer Voice**

In her opening speech, Her Excellency Laila Al-Suwaidi stressed the importance of the session as it is a practical laboratory and real opportunity to involve customers and actual users of human resources procedures and electronic systems applied at the federal government level and determine their development visions. She reassured that the session comes as part of FAHR's ongoing efforts to develop the government services system, from the user's point of view, in line with the strategy of the United Arab Emirates government regarding eliminating bureaucracy and simplifying and reducing government procedures.

Her Excellency Laila Al-Suwaidi pointed out that FAHR is the first authority to eliminate bureaucracy and improve the customer experience in relation to electronic human resources systems and smart solutions, especially with launching the new interface for the "Bayanati" system, and the FAHR's smart application in its new look.

## **Human Resources Role to Make Change**

His Excellency Mohammed bin Taliah, Head of Government Services for the UAE Government, stressed the importance of the session to generate constructive ideas and proposals to serve the efforts of eliminating bureaucracy in the human resources sector, pointing to the importance of the role assigned to the human resources departments and officials in improving the lives of employees, which reflects positively on the level of services provided to customers and society ultimately.

He mentioned that the Zero Government Bureaucracy Program (ZGB) translates the directives and future trends of the wise leadership towards developing government services, by canceling 2,000 government procedures, reducing the time periods for procedures by a percentage 50%, and eliminating all redundant and unnecessary conditions and requirements, noting that the ZGB supports efforts to develop the government work system and enhance customer confidence in government services.

## **Proactive Services**

His Excellency Ibrahim Fikri, Executive Director of the Support Services Sector and Head of Zero Bureaucracy Team at FAHR, reviewed the topics of the session, considering it as a practical laboratory and a brainstorming session for thinking and being acquainted with the customers' views and development proposals in order to provide better and proactive human resources services concerning (human resources procedures, the new interface for the federal government's human resources information system "Bayanati," and the FAHR's smart application).

Mr. Fikri reviewed FAHR's efforts to eliminate bureaucracy, especially launching the new interface for the "Bayanati" system, which reduced the number of clicks by 58%, the number of steps by 67%, and average time taken to complete self-human resources procedures by 55%. FAHR's new smart application reduced the number of clicks by 50%, steps by 32%, and the time taken by you to complete procedures by 36%.

### **User Experience Improvement**

Mr. Saeed Al-Qattan, Head of Government Human Resources Systems User Support Department, reviewed FAHR's efforts over the past period, regarding improvement of user experience, by simplifying procedures, reducing the number of screens and clicks in the new interface of the federal government's human resources information management system "Bayanati" UXUI, and presenting the most prominent differences between the screens of the previous "Bayanati" system and the screens of the new interface of the system.

During the session, the participants were divided into six brainstorming groups, to: consult on developing a new vision for providing FAHR's services; discuss ways to simplify human resources procedures in the federal government and electronic systems; measure the impact at the federal government level; cancel all documents required from the employee; rely on mechanisms of linking and reading data; and improve the customer experience through the new digital interface of the "Bayanati" system and the Authority's smart application "FAHR".

### **Efforts to Zero Bureaucracy**

In coordination with the Prime Minister's Office, FAHR had previously held a special workshop on the Zero Government Bureaucracy Program (ZGB), which had been launched by the UAE government with the aim of raising levels of government efficiency, quality and flexibility. FAHR has also taken practical steps towards zero bureaucracy at all levels including (services, systems, policies, initiatives and projects...etc.) and formed a team, including representatives from all sectors and departments, concerned with studying the current situation, developing plans, and following up on the process of implementing the Zero Government Bureaucracy Program.

### **About ZGB**

The ZGB Program seeks to simplify and reduce government procedures and eliminate redundant procedures and requirements. Ministries and government entities are tasked with the immediate implementation of ZGB, which includes cancelling a minimum of 2,000 government procedures, reducing at least 50% of the time periods for procedures, and zeroing all unnecessary conditions and requirements within one year. The results of the work will be assessed and the best achievements will be celebrated by the end of the year 2024.

Aiming to bolster the effectiveness of government procedures from ministries and federal entities, the

ZGB Program will strive to enhance the UAE's leadership and its standing in global competitiveness rankings in terms of government efficiency and minimal bureaucracy.

---