

# “The Authority” and “Emirates NBD” launch the Direct Gov Digital Link for federal employees

The partnership was formalized in a signing ceremony attended by Her Excellency Ohood bint Khalfan Al Roumi, Minister of State for Government Development and the Future and Chairperson of FAHR; His Excellency Eng. Mohammed bin Taliah, Head of Government Services at the UAE Government; His Excellency Faisal binbuti Al Mheiri,, Acting Director General of FAHR; Her Excellency Eman Abdul Razzaq, CEO of Emirates NBD Group; His Excellency Fouad Mohammed, CEO of Emirates Islamic Bank; His Excellency Atraf Shehab, Executive Director of the Government Development and Future Office; His Excellency Ibrahim Ahmed Fikri, Executive Director of the Support Services Sector at FAHR; and Sultan Al Owais, Director of the Smart Government Services Department at the Prime Minister’s Office.

**Direct Government Digital Link**The partnership will eliminate the need for “salary” certificates, allowing federal government employees to access banking services directly, digitally, and without paperwork. This aligns with global trends toward direct digital link and the reduction of both digital and paper-based government bureaucracy. In collaboration with Emirates NBD, FAHR has developed an innovative digital model that enables secure salary certificate extraction through direct government system link, enhancing efficiency and reducing bureaucratic hurdles. The Authority plans to expand this digital system to include more banks and national service institutions, benefiting over 45,000 employees across more than 50 federal government entities.

## Eliminating Digital Bureaucracy

**H.E Eng. Mohammed bin Taliah**, Head of Government Services in the UAE Government, stated: “We are working closely with government agencies to eliminate bureaucratic inefficiencies and create initiatives that simplify processes, streamline requirements, and accelerate services for federal employees. This helps build a fast, secure, and efficient digital system”. He continued: “This collaboration plays a vital role in supporting national efforts to remove government bureaucracy, shorten unnecessary procedures, and enhance productivity, leading to improved service delivery”.

**Eman Abdul Razzaq**, CEO of Emirates NBD Group, remarked: “At Emirates NBD, we are delighted to partner with the Federal Authority for Government Human Resources as the first bank to enable federal employees to access banking services directly and seamlessly, without the need for paper documentation. In addition, we are offering them exclusive product offers. As one of the leading national banks, we remain committed to fostering innovation and providing a simplified banking experience for our customers”.

## Enhancing the Employee Experience

H.E Ibrahim Fikri, Executive Director of the Support Services Sector at FAHR, emphasized: “FAHR is dedicated to aligning with the UAE government’s vision to enhance the digital experience for government employees by delivering fast and seamless services”. He added: “This collaboration with Emirates NBD establishes a new institutional model for government support services, reengineering workflows to reduce service delivery times by establishing digital partnerships that improve productivity through service development and procedure automation—minimizing human intervention and eliminating routine processes through direct digital connectivity”.

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