

**Circular No (01) for 2017**  
**Positive Initiatives & Institutional Happiness in the Federal Government**

**To: All Ministries and Federal Entities**

The Federal Authority for Government Human Resources (FAHR) would like to send you kind regards, wishing you all the success in your endeavors.

This is to inform you that the Cabinet Resolution No 99/3M/52M for 2016 endorsing Positive Initiatives & Institutional Happiness in the Federal Government, includes the following:

1. Renaming "Customer Service Centers" to "Customer Happiness Centers"
2. Renaming employees working in customer service centers to "Customer Happiness Employees"

Accordingly, and in order to implement the above Cabinet Resolution and in line with the directives of the Ministry of State for Happiness, FAHR would like to inform all ministries and federal entities that necessary measures have been taken through BAYANATI System, after coordination with the Prime Minister's Office, to change the customer service centers to "customer happiness centers", and employees working in customer service centers to "customer happiness employees" as stipulated in the Cabinet Resolution.

You are therefore kindly requested to observe the above changes which have been updated in BAYANATI System along with all associated HR procedures.

**Thank you for your cooperation**

**Dr. Abdurahman Al Awar,**  
**Director General,**  
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