

# **The Federal Authority for Government Human Resources... and the Zero Bureaucracy journey**

Once the UAE government launched the Government Zero Bureaucracy Program (ZGB), the Federal Authority for Government Human Resources (FAHR) began to take serious steps towards achieving the goals of the Program, as it is a new stage for the government work, where it raises the levels of efficiency, quality and government flexibility, starting with the customer's voice and views on addressing the challenges and reconsidering the way services are provided.

FAHR began its first steps towards Zero Bureaucracy at all levels including (services, systems, policies, initiatives, projects...etc.), as FAHR formed a team representing all sectors and departments to study the current situation, develop plans, and follow up on the implementation of the Zero Bureaucracy Program.

FAHR also launched an expanded campaign entitled (Together to Zero Bureaucracy in the Human Resources System). In coordination with the Prime Minister's Office and in presence of FAHR's leaders and members of the "ZGB" team, FAHR held a special workshop on the Zero Bureaucracy Program to review the Program's details, axes, associated procedures and requirements, and scope of application, and its impact at all levels, the criteria for assessing the extent of government entities' commitment, and the stages of assessment, concluding with announcement of the results and honors.

There is no doubt that the new Program has great dimensions in serving the UAE government's directions towards global leadership and competitiveness, as it is a national business model set for reaching simpler, quicker, easier and more efficient government procedures. It shortens and simplifies government procedures, makes it easier for customers, and increases the levels of service provided to them.

"ZGB Program" is an important milestone in the UAE's experience to improve the customer experience, eliminate unnecessary burdens and procedures, and create an extraordinary leap in the governmental procedures. It is also a link in a series of vital initiatives launched across UAE recently.

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