

الهيئة الاتحادية للهوية والجنسية
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP
الإدارة العامة للإقامة وشؤون الأجنبي - دبي
GENERAL DIRECTORATE OF RESIDENCY AND FOREIGNERS AFFAIRS - DUBAI



INSTITUTIONAL GOVERNANCE REPORT 2021

Institutional Governance Report

1. General Directorate of Residency & Foreigners Affairs - Dubai

The General Directorate of Residency and Foreign Affairs - Dubai was established in October 1971 by the order of the late Sheikh Rashid bin Saeed Al Maktoum and was made up of two departments (Central Immigration Department and Port and Border Department). In 1972, these two departments were transferred to the Ministry of the Interior and federal law No. (17) on citizenship and travel passports was passed, and in 1973 the Federal Law No. 6 on Immigration and Residency was passed, and in 1977 these two departments were merged. Based on the Decision of the Ministry of Interior in October 2009 to change all the names of the nationality and residence departments at the state level, the new name became the «General Directorate of Residency and Foreigners Affairs». The decree also came as federal law No. 3 of 2017 constitutes an important and significant turning point in the work of the General Directorate after it was decided to transfer its federal affiliation to the Federal Authority for Identity and Nationality.

General Directorate of Residency and Foreign Affairs Strategy - Dubai 2021-2017

Vision

To have the United Arab Emirates as one of the best countries in the world in achieving safety and security (Gate of Peace)

Mission

We offer innovative services in the field of citizenship, residency, and port access in the UAE to remain the best and safest destination.

Values

- Leadership & Excellency
- Institutional Loyalty
- Customer Happiness
- Innovation & Creativity
- Learning & Development
- Team Work
- Sustainability

Strategic Goals

1. Enhance the General Directorate of Residency and Foreigners Affairs› reputation in the community.
2. Deepen the loyalty of the General Directorate of Residency and Foreigners Affairs› employees.
3. Improve the customers› relations with the General Directorate of Residency and Foreigners Affairs›.
4. Maximize the benefit from the partners of the General Directorate of Residency and Foreigners Affairs›.
5. Increase the innovative services of the General Directorate of Residency and Foreigners Affairs›.
6. Develop the policies & regulations of the General Directorate of Residency and Foreigners Affairs›
7. Boost the efficiency of executing the General Directorate of Residency and Foreigners Affairs› programs
8. Simplify the processes and procedures of the General Directorate of Residency and Foreigners Affairs› and maintaining their results
9. Establish a culture of innovation in the General Directorate of Residency and Foreigners Affairs
10. Develop leadership & specialist cadres of the General Directorate of Residency and Foreigners Affairs›
11. Maximize the benefit of the General Directorate of Residency and Foreigners Affairs ‘facilities & ensure its sustainability
12. Increase the reliability on smart technology in the General Directorate of Residency and Foreigners Affairs›
13. Increase the efficiency of utilizing financial resources in the General Directorate of Residency and Foreigners Affairs›
14. Rationalize the General Directorate of Residency and Foreigners Affairs›
15. Increase the General Directorate of Residency and Foreigners Affairs› revenues

1.2 - Services Offered

GDRFA is a service security department, its services are provided to citizens, visitors, residents, governmental, diplomatic, non-diplomatic, non-governmental institutions, regional and international, and the private sector from various companies and includes the General Directorate of Residency and Foreign Affairs - Dubai several sectors that fall Under it are different departments and departments where the department (12) opened centers and external departments in different areas of The Emirate of Dubai and the main shopping centers in order to make things easier for customers. It provides many innovative electronic services to facilitate their transactions.

Services offered to the public :

- Family Book services
- Travel document services
- Entry permit services
- Residency services
- Port services
- Establishment services
- Investigative services

Total number of employees in GDRFA-D	Total number of service centers
4961	12 centers and departments in different areas of

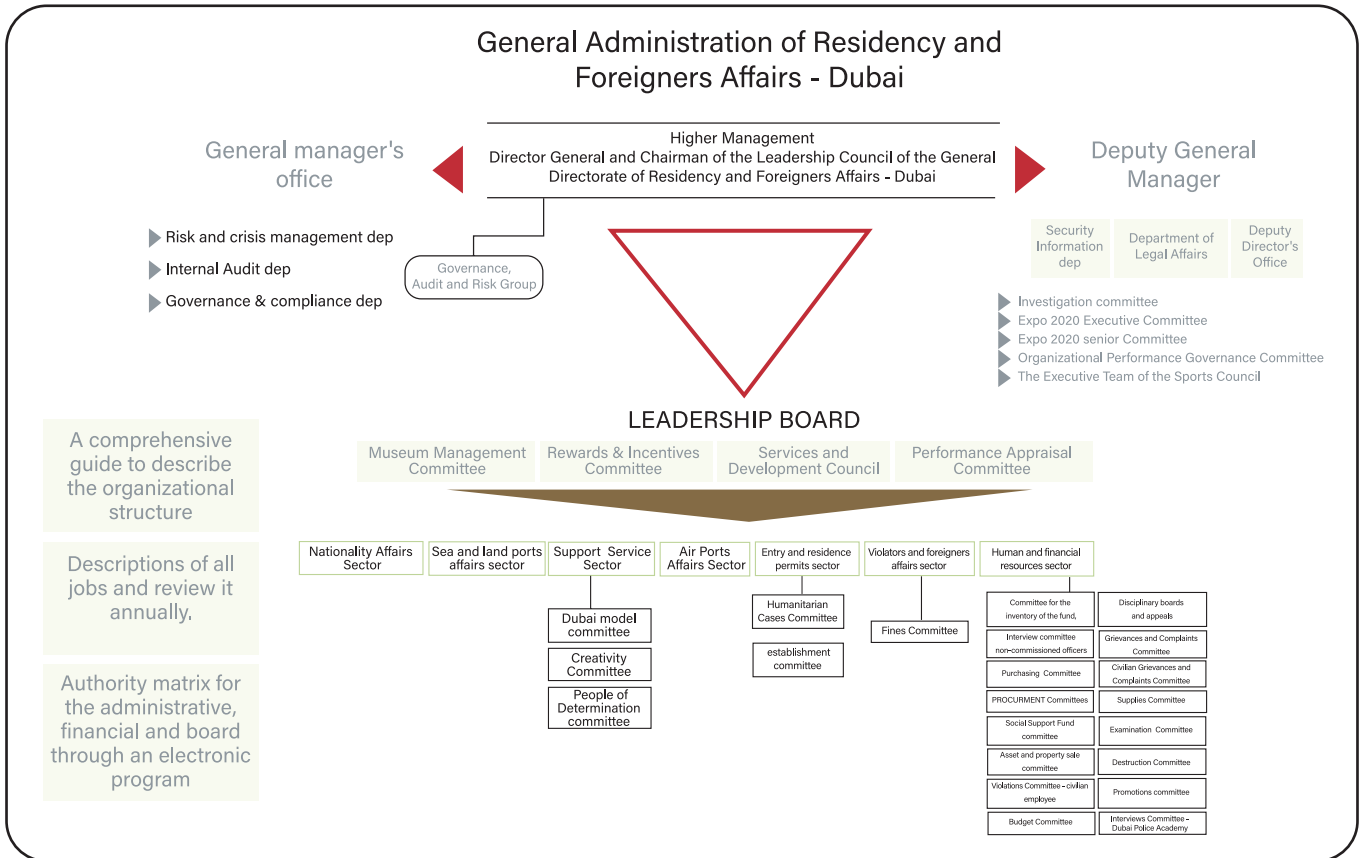
3.2 Organizational structure

The organizational structure as below shows the current structure of the General Directorate of Residency and Foreign Affairs approved in 2020. The Director-General has adopted the new organizational structure, which regulates administrative divisions between different sectors and clarifies the authority and responsibility of each division, the framework through which orders and instructions flow from the top to the lowest level, and explains the power to make decisions and positions of authority and responsibility.



3.3 Governance structure

The governance structure of the General Department of Residence and Foreign Affairs - Dubai is shown as adopted below from the Director General, the mechanism of the work of corporate governance and compliance management in the distribution of committees and teams to Sector level in addition to determining the role and mission of each committee and team to improve the progress of the work, and simplifying procedures in the administration



The importance of implementing governance in the General Directorate of Residence and Foreign Affairs – Dubai

The good application of governance enables the guidance and control of institutions through adherence to the principles of responsibility, accountability and strategic guidance, in addition to the fact that governance seeks to achieve compatibility between the policies of government administration and the general vision of the state and the emirate in particular and the basis of General Directorate On the following in the application of corporate governance :

- UAE Vision 2021, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President of the UAE, Prime Minister, Ruler of Dubai, at the Cabinet Meeting in 2010, aims to make the UAE one of the best countries in the world by the Golden Jubilee of the Union. To translate this vision into reality, elements of UAE Vision 2021 have been divided into six national themes representing the key sectors that will be focused in the coming years in government work.

National Agenda

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President of the UAE And Prime Minister of Dubai , launched the «National Agenda» of the UAE over the next seven years to see the UAE 2021 on its Golden Day on the occasion of its completion of 50 years of its union, and included the agenda on which it worked More than 300 national officials from 90 federal and local government agencies during the past period have national indicators in the educational, health, economic and police sectors, in the field of housing, infrastructure and government services. These national indicators are far-reaching and measure the key outcomes of the performance of national priorities. It also compares the UAE's ranking in international indices to different countries of the world. These indicators are regularly followed up by the government leadership in order to ensure that their targets in 2021.

- Dubai Plan 2021 :

The plan addresses Dubai's future from the perspective of good governance, as the institutional mechanism that ensures leadership and sustainability of development, promoting the well-being of the individual, society and maintaining security and order. The previous perspectives have been translated into six themes, each of which is the main title of a range of key objectives across Dubai.

- State supports the happiness of customers and the intelligent transformation of entities, ensuring the provision of all administrative services in accordance with the standards of quality, efficiency and transparency, and establishing a culture of innovation in the institutional work environment.

Values: Customer Happiness - Quality and Excellence - Creativity and Innovation - Corporate Loyalty - Teamwork - Focus on Partners.

- Dubai Government Outstanding Performance Program Award:

Among the categories of the Dubai Government Outstanding Performance Program Award is the «Best Governance and Financial Governance», which is awarded to the best performer in the main standard (governance) within the center of the achievement of possibilities..

1.4 - Governance Framework

Federal and Dubai government governance laws

The rules of the Governance Framework for General Directorate are in the establishment legislation in accordance with federal law No. (1973 (6 and Federal Decree No. (3) of 2017, in addition to Resolution No. (44) of 2019 on the regulation that focuses on corporate performance governance by establishing controls and strengthening controls starting with field survey to review and development. It also defines all responsibilities and includes decision makers (general manager, deputy director general, assistant director and department managers) as well as the devolution mechanism.

Leadership Council

The Leadership Council, which was established under Administrative Resolution No. (130) for 2017 on the formation of the Board of Directors and Administrative Decision No. (54) for 2019 on the regulation to regulate the work of the Leadership Council of the General Directorate of Residence and Foreign Affairs - Dubai, shall form the Leadership Council in the General Directorate where the Council consists of 14 members. The responsibilities of members to supervise General Directorate activities and processes are in accordance with laws, legislation, regulations and decisions governing the work of the Federal Identity, Nationality and the General Directorate.

The Leadership Council shall draw up institutional guidance in the General Directorate and follow up on these directives by drawing up the strategic plan of the General Directorate and adopting it after it is aligned with the general plan of the federal and local government of the state. In addition to adopting the financial budget and resources necessary to achieve the strategic plan, discussing trends and policies, supervising their implementation and issuing strategic and operational decisions that will enhance the work of General Directorate.

THE FORMATION OF THE COUNCIL

The Board is chaired by H.E. the Director General and the membership of H.E. Deputy Director General and Assistant Director, Consultants and Their Responsibilities to Oversee the Activities and Operations of the General Directorate.

About the President and members of the Council

Major General Mohammed Ahmed Al-Marri,

Chairman of the Leadership Council

General Manager of the General Directorate of Residency and Foreign Affairs - Dubai



Qualification:

B.A. Business Administration

External committees and memberships:

- A Board Member of the Executive Council in Dubai Government
- A Board Member of the Board of Directors of the International Humanitarian City
- A Board Member of the Board of Directors of Al Ahli Youth Football Company
- Chairman of the Board of Directors of the Sports Sector at Al Ahli Youth Company
- a Member in Dubai Community Development Committee
- Workers Standing Committee
- The Governance Council of the Ministry of Interior
- The Coordinating Committee for Residence Affairs at the Ministry of Interior



Deputy Director General of the General Directorate of Residency
and Foreign Affairs - Dubai

Major General
Obaid Muhair Bin Srour

Deputy Chairman of the Leadership Council

Qualification:

B.A. Law and Police Science Diploma from Dubai Police Academy

External committees and memberships:

- Member of the High Committee for Federal Residence and Foreign Affairs
- Member of the Nationality Committee
- Chairman of the Standing Committee for Workers' Affairs - Dubai
- Member of the Edison High Committee
- President of the International Aviation Organization and immigration authorities from 2012 to 2014.
- Member of the International Aviation Organization and Immigration Authorities (IATA/CAWG)
- Chairman of the High Committee for the Appreciation Award for The Welfare of Workers.
- International Air Transport Association and control authorities / Working Group (president of the current session –every two-years



Major General Awad
Mohammed Ghanem Al-Owaim Al-Humairi
Assistant Director General of Human resources and
Finance



Major General
(Ahmed Mohammed Obaid al-Muhairi)
Assistant Director-General for Local Passport
Sector



Brig. Gen. Dr Ali Abdullah bin Ajif Al-Zaabi
Legal Counsel



Brig. Gen. Salah Ahmed Dhaen Al-Qamzi
Assistant Director General of the Sea & Land Ports
Affairs Sector



Brigadier General
Ahmed Rashed Ghaith
Assistant Director General of The Violators &
Foreigners Sector



Brig. Gen. Hussein
Ibrahim Ahmed Mohammed
Assistant Director-General for Corporate
Support



Colonel Dr. Omar Ali Saeed Al Shamsi
Assistant General Manager for Entry and
Residence Permits



**Brig. Gen. Talal Ahmed Abdulqadir
Al-Shangaiti**
Assistant Director-General for Air Ports



Noura Ayoub Mohammed
Director of internal audit department



Mr. Abdulrahman Ahmed Abdulrahman
Financial Counsel



Dr. Hanan Abdallah Al Marzooqi

Secretary of the Council

Director of Corporate Governance and Compliance

Scientific qualification :

Ph.D. in Business Administration - Human Resources Management from Dubai University with Honors

Committees and external memberships :

- Member of the Board of Directors of the Association of Internal Auditors IIA
- Member of the Advisory Committee of the Smart Government of Dubai for Human Resources Planning Systems Assistant Professor at Mohammed Bin Rashid School of Government
- Judge of the IBX Awards

3. Internal Control

The «internal control environment» includes the ability of the public administration to ensure the alignment of its strategy and resources with the development of its services, these basic controls were distributed in the form of organizational tasks between sections and branches, each of which reviews what is related with expenditures and budget, information security, revenue, practices and contracts, human resources operations And other tasks referred to in detail in the organizational structure of the public administration Which is characterized by the comprehensiveness of the tasks of all departments. The public administration has methodologies and organized plans for these actions.

Public administration has three main sources of audit and oversight that form the general governance framework :

Internal Audit :

The Internal Audit section was formed by order of the Director General by administrative decision No. (16) for 2010, and the department was submitted to management under Administrative Resolution No. (20) for 2014 as an element for strengthening internal audit and governance frameworks in the General Directorate of Residence and Foreign Affairs in Dubai. The department has also been developed to form a governance, audit and risk group within the 2019 Management Resolution (156) on restructuring organizational units at the General Directorate of Residence and Foreign Affairs in Dubai.

The Internal Audit Department is committed to the standards and instructions issued by the Institute of Internal Auditors (IIA), which include the definition of internal audit, ethical principles and international standards of professional practice of internal audit activity, and these binding directives form the basic requirements. The main practice of internal audit and to assess the effectiveness of the performance of internal audit activity.

The role of internal audit is to provide objective and independent lyceum and advisory services to improve services and businesses, reduce risks, ensure governance and add value to decision makers in leadership decision-making.

Internal audit provides objective and impartial review and advice if necessary with the aim of adding value to public administration through:

1. Ensuring internal control of the main financial and administrative operations and the support implemented by the General Department of Residence and Foreign Affairs in Dubai and designed in a way that achieves effective risk management and achieves the general management of its objectives set with efficiency, efficiency and high professional standards.
2. Supporting senior management in improving and improving the performance of the General Department of Residence and Foreign Affairs in Dubai

External audit :

The General Administration is controlled by two external parties, a local entity (the Financial Supervisory Authority) and a federal entity (THE SAI). It is also subject to periodic evaluation by the Dubai Government Performance Excellence Program and is subject to periodic ISO assessment.

Risk Management and Information Security:

The first public management risk management methodology was issued in 2010 aimed at achieving strategic objectives with the lowest possible risk, as well as knowledge and classification of risks and ways to mitigate them if they occur. The 2015 risk management methodology includes risk mechanisms and procedures as well as their classifications.

Risk management oversees information security management work such as risk assessment procedures for internal network breaches, public administration website and other cyber threats to ensure adequate controls in public administration. Information Security Protection Department (ISR) is available on the Information Security System (ISR) with measurement indicators for the results of information security tests

Corporate governance and compliance

The General Directorate has developed the first executive guide to governance at the government sector level and includes the application of the basic principles of governance (justice, responsibility, accountability, integrity, transparency). Best practices within the UAE (in the government and private sector) and abroad in the UK, US, Singapore and Australia, and this guide is the comprehensive and effective framework for governance in public administration. The Workplace Integrity Charter was also developed with the aim of promoting the values of public administration and the principle of integrity, which included (5) principles for building an ethical environment (ethical leadership, effective management and supervision, appropriate person, effective processes, professional and reliable reports).

The Governance Guarantee Section was established in 2014 under Administrative Resolution 20 and the department was upgraded to department under Administrative Resolution No. (274) for 2018, where it became the Department of Corporate Governance and Compliance, and the department was developed to form a governance, audit and risk group within the management decision No. 156) for 2019 on the restructuring of organizational units of the General Directorate of Residence and Foreign Affairs in Dubai.

The Governance Department is responsible for:

- Supervising and adopting the framework of effective and comprehensive policies in the General Department of Residence and Affairs of Foreigners - Dubai.
- Establishing a system and standards based on the implementation of effective governance.
- Overseeing the effectiveness and efficiency of the organizational structure of management.
- Supervising and implementing the development of management policies.
- Supervising the activities of the formation of councils, committees and task forces.
- Supervising the follow-up of the implementation of the decisions of the Leadership Council.
- Develop the matrix of powers and continue to update them.
- The development of the institutional performance governance system and field inspection tours of the senior leadership.
- Implementation of standards (ISO or otherwise) to ensure that compliance programs throughout the organization are effective in identifying, detecting, correcting and ensuring renewal.
- Implementation of corporate governance and compliance education initiatives and workshops

Corporate Governance of the General Directorate of Residence and Foreign Affairs - Dubai

The General Directorate has adopted the definition of governance adopted in the Dubai Program for Outstanding Government Performance, where governance has been defined as a system of oversight and guidance at the institutional level in accordance with the approved system of corporate governance, and defines responsibilities, rights and relationships with all groups concerned. The Authority clarifies the rules and procedures necessary for making rational decisions related to the work of the Commission, a system that supports justice, transparency and institutional accountability and promotes confidence and credibility in the working environment

Governance Executive Guide:

The Public Administration has developed the first executive guide to governance at the government sector level and includes the application of the basic principles of governance (justice, responsibility, accountability, integrity, transparency). Best practices within the UAE (government and private sector) and abroad in the UK, The Republic of Singapore, Australia, France and the USA and this guide is the comprehensive and effective framework for governance in public administration.

Principles of governance:

- **Accountability:** Ensure accountability at all levels through policies and procedures that promote this.
- **Responsibility:** Managing responsibilities by devolving powers and making decisions at all levels of public administration.
- **Justice:** Dealing with all parties fairly without distinguishing one side from another
- **Transparency:** Disclosure of important information in a fair manner to all stakeholders ▪ And stakeholders in a timely manner
- **Integrity:** To have a high degree of integrity and work in the public interest ▪ And to establish the ethical values of the authority among employees and customers

Governance success factors in the General Directorate of Residence affairs for foreigners - Dubai

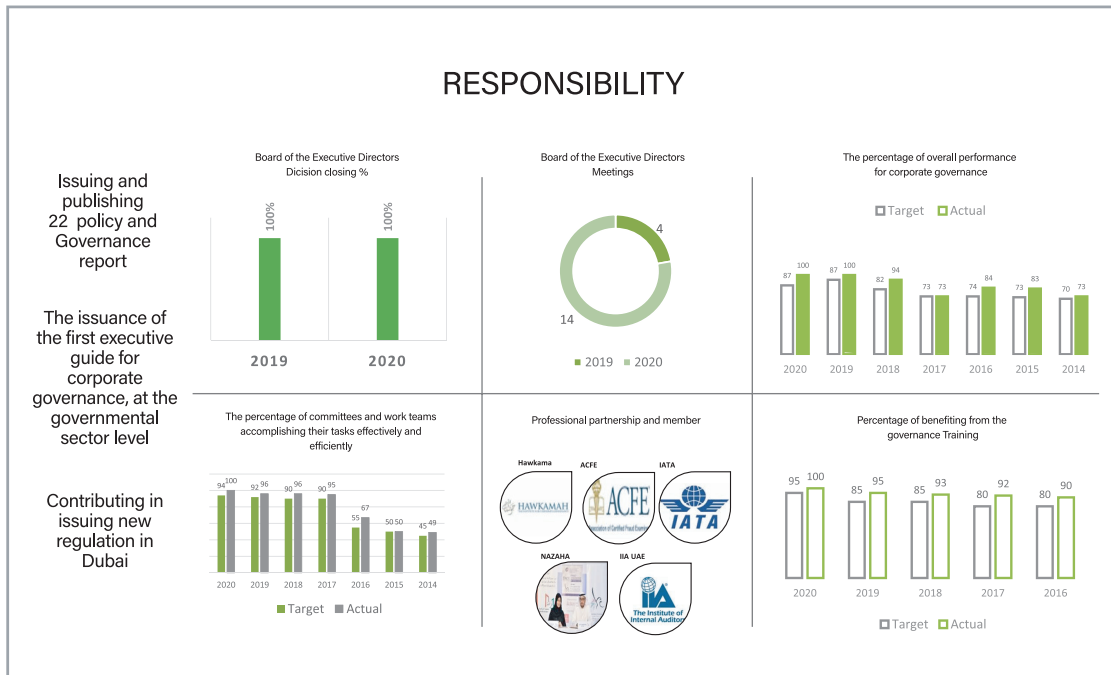
- Leadership
- A good governance framework
- Clear policies and procedures
- Clear and approved organizational structure
- The effectiveness of internal and external control systems
- Disclosure and transparency through social media and the media

The most important results and achievements of governance:

The overall performance of corporate governance has progressed successfully in 2020.

- The number of meetings held by the Leadership Council in 2020 is higher than in previous years 14 meetings compared to 4 meetings in 2019, due to the issuance of Decisions on how to respond to the Corona pandemic.
- The closure of the decisions of the Leadership Council reached %100 in 2020 due to the remarkable cooperation between Management of corporate governance and all sectors concerned with assignments.
- Partnerships contributed to building knowledge and refining experiences and benefiting from them and it is worth mentioning that the management This system applies with more than one third party.
- The performance of the committees and task forces of their tasks and their roles stipulated in the administrative decisions contributed effectively And efficiency to achieve a high performance rate for the committees where the performance rate reached %100 for 2020

RESPONSIBILITY

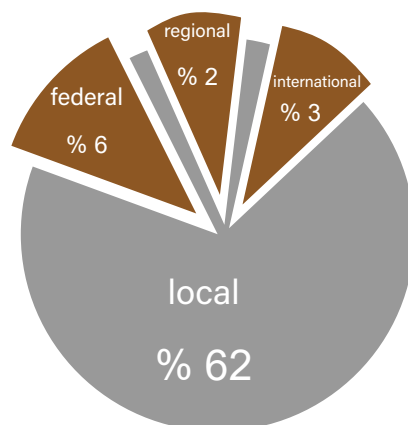


Delegation of authorities

As part of the General Directorate's efforts to speed up the decision-making process to clarify the levels of authority for all administrative levels, the General Directorate's has developed a methodology to delegate authorities in accordance with the nature of the work of the public administration, which facilitates the administration to achieve its vision and mission where the methodology deals with the Administrative authorities, organizational, financial and other authorities, as the work system has been developed into an electronic program

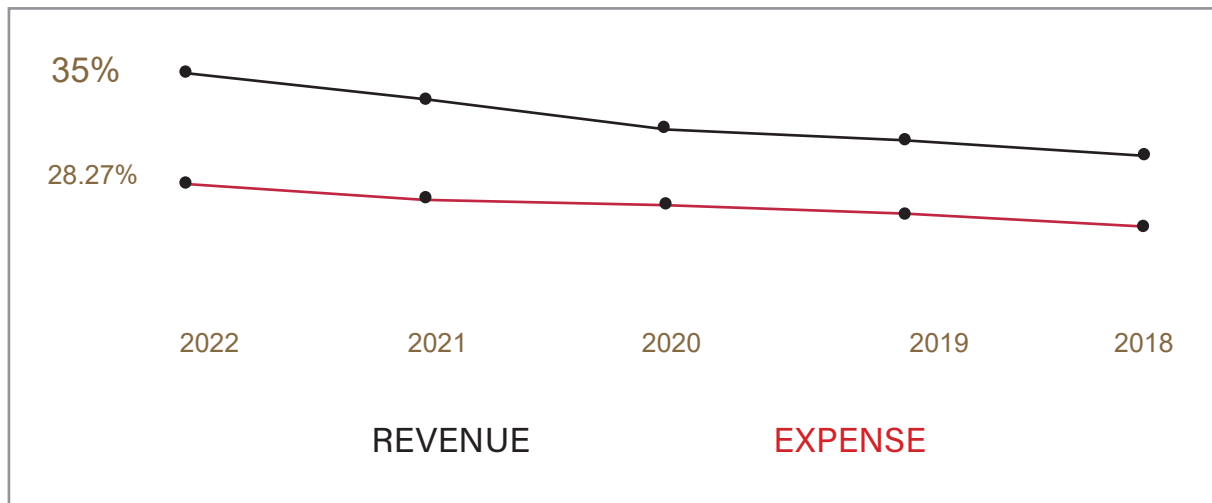
Partner ranking

Effective stakeholder management is a key element in the success of the General Administration of Residence and Foreign Affairs and includes third-party stakeholders in the department: The Government of Dubai, the Federal Government, other semi-governmental and international entities. The department of strategy and the future looks forward to taking care of everything related to the partners and following up their observations as in the case of suppliers by the Department of Contracts and Procurement and other departments concerned by the type of services (Corporate Communication Management, Customer Happiness Center...)



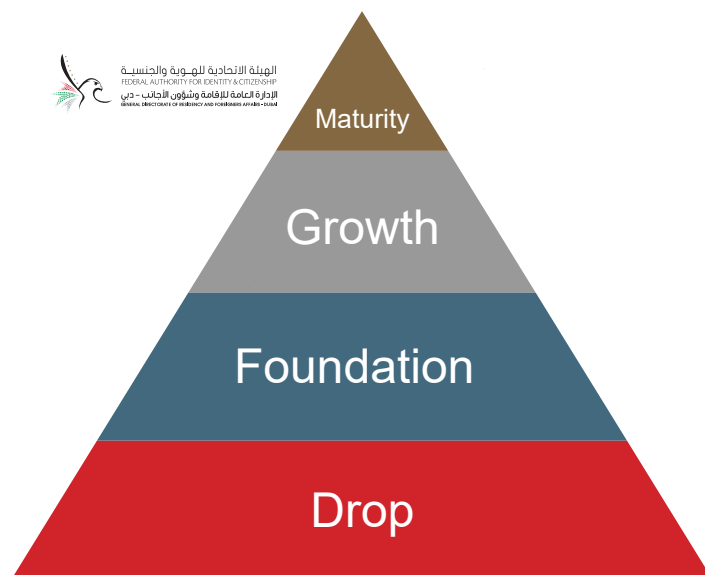
Financial performance

Rate of development in revenues and revenues from 2018 to 2020

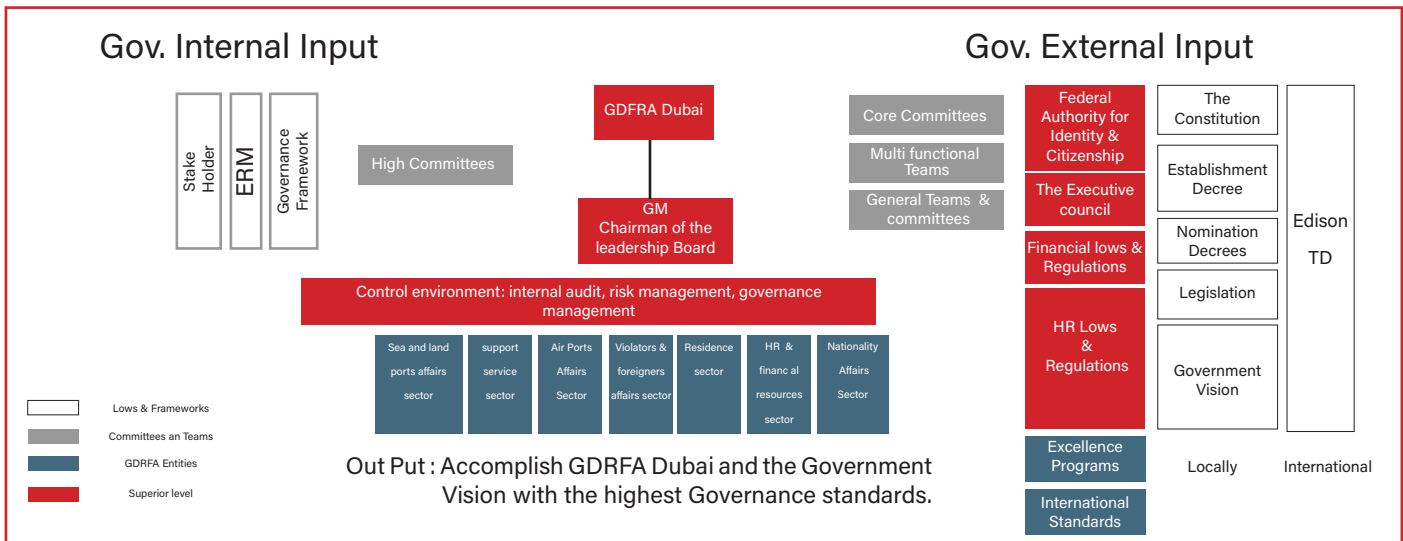


The level of maturity of governance at the General Directorate of Residence and Foreign Affairs - Dubai

The General Directorate realized the importance of continuous development and the application of best practices in the field of governance and measured the maturity of governance through the Institute of Corporate Governance in the Government of Dubai (Hawkamah), where it was evaluated by a team of experts, and the General Directorate has achieved an maturity level where it is considered the highest level to achieve. The level is a measure of General Directorate's interest in implementing best practices in governance. It supports any growth with the aim of achieving integrated governance, so that it works to establish a proper guidance for public administration to achieve its strategy and maintain a supportive oversight level.



8 -Designing the governance system in the General Department of Residence and Foreign Affairs



Governance-related awards :

- The General Directorate has received 140 awards in the last three years, including 22 awards in the field of governance, risk and internal audit, and a number of five specifications:
- 19 UK awards in governance, internal audit and risk
- Management receives the Gold Award in accounting, financial audit and taxation from the United States
- Win the Best Practices Award from the Association of Internal Auditors IIA in Governance, Audit and Risk for 2016 and 2019
- Obtain a certificate of quality of internal audit, the first entity in the government sector in Dubai and received a rating of «generally compatible», from the International Internal Audit

Organization.

- Obtainment ISO Information Security ISO 27001
- Obtainment ISO Risk 31000
- Obtainment ISO Business Continuity BS22301
- Obtainment BS Governance 13500
- Obtainment ISO Compliance 19600

Governance in the face of the Covid 19 crisis

The General Department of Residence and Foreign Affairs - Dubai contributed to the response to the Corona virus, and the administration continued, The Supreme Council develops the current situation during the periodic meetings of the Council in the period of Covid 19. The General Administration carried out a number of practices during the 19th period :

Leadership:

- Smart assessment of corporate performance governance
- Smart assessment of ISO standards
- Smart Leadership executive directors board meeting

Society:

- Exemption from fines people who dead and their family
- Amending residents' conditions 313,023 after they lost their job to ensure family stability.
- The evacuation of many nationalities 123,676 in a short period
- Exemption of 20122 violators from fines for those who stranded inside the country to leave the country because of the closure of Dubai airport.
- Reopening the land port for food entry
- Granting doctors golden residency (to attract doctors)

Suppliers:

- Rescheduling for suppliers
- Exemption from fines

Partners:

- The formation of a Corona Crisis Management Team that is directly reported to the Leadership board and to the high Committee for Crisis and Disaster Management in the emirate and the state.
- Handing over Ewaa centre to Dubai Police, to provide quarantine places for police inmates
- %100 Conducting a Covid test for those in Ewaa center, Around 1,174,953

Customers:

- Optimization of Chinese speaking employees
- Official statements on all media and social channels
- The first emirate to issue a golden residency for investors (2,693), entrepreneurs, innovators, retirees, and talented people (260).
- Extending visas that canceled because of airport closure for (344,265) .
- Extending expired residence and exempting financial violations
- Providing travel tickets for those stranded inside the country around 2626 tickets for an amount 7,274,037 for various nationalities.

Employees:

- Remote work policy
- Annual meeting with leaders during covid
- Technical support
- Smart platform for training
- Providing quarantine housing for employees
- Providing workshop for the first line
- Having a specialized medical centre in the head office and Ewaa center to provide medical services .
- Provide covid test for 5130 employees.
- Vaccination of the first line of defence in co operation with Dubai health authority
- Assigning an emergency number to the employees during covid 24 , 19 hours to provide care to the employee and their families
- (0528226481)
- Home service for covid test for employees and their families, the number of visits reached 22, and the number of covid test was 1658 and the number of people who have a covid 101.
- Assigning a number to employees who are outside the country for health treatment to ensure ease of communication. (0508531057)

Institutional Performance of the General Directorate of Residency and Foreign Affairs – Dubai

This section will address all the news that has been revealed through the media and social media

1,272 investors granted UAE Gold Card visas last year

Dubai:

A total of 1,272 investors in Dubai were granted Gold Card visas last year, the General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA) announced on Monday. Along with eligible family members this takes the number to 2,169, while three athletes were also awarded the visa.

The GDRFA also announced that 55 million passengers passed through Dubai's land, sea and air ports last year, a 3.63 per cent increase from 2018.

Dubai International Airport was the main point of entry and exit for travelers with 50.5 million passengers, and the airport's 122 smart gates were used by 12.2 million travellers in 2019, an increase of 7.4 per cent from 2018.

Land points in Dubai recorded 3.6 million travelers while sea ports welcomed 865,214 travelers last year.

GDRFA Dubai and ACFE Wrap Up Final Day of 2020 ACFE Fraud Conference Middle East For the past two days,

more than 400 professionals heard from thought leaders in the anti-fraud industry at the 2020 ACFE Fraud Conference Middle East. Under the patronage of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, the General Directorate of Residency and Foreigners Affairs (GDRFA-Dubai) along with the Association of Certified Fraud Examiners (ACFE) hosted this conference in Dubai.

The conference witnessed several important discussion sessions and seminars that focused on understanding the root causes of the phenomenon of fraud and the most important global issues in the technology and financial sector in institutions, and address issues related to transparency and integrity in government institutions.

Among others, the conference featured addresses from His Excellency Major General Mohamed Ahmed Al Marri, Director General of GDRFA-Dubai, Dr. Alexander Wagner, a senior chair at the Swiss Finance Institute and an associate professor of finance at the University of Zurich, and His Excellency Abdullah Ghobash, Director General of the Financial Audit Authority (FAA).

Major General Mohamed Ahmed Al Marri Director General of GDRFA-Dubai stressed the importance of hosting this conferences, which constitute a global platform for exchanging experience in anti-fraud.

He added, «GDRFA Dubai support the conference comes as a translation of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai vision of the necessity of consolidating best practices of governance and transparency, enhancing its role in protecting gains and continuing the sustainable development process witnessed in the United Arab Emirates.»

From his side Bruce Dorris, J.D., CFE, CPA, and President and CEO of the ACFE, thanked GDRFA-Dubai for their help hosting the conference, saying it was a great success. "It is important for citizens to see their government's dedication to transparency, and through hosting this event and their speeches, GDRFA-Dubai and FAA have set a strong, ethical tone at the top," he said. "By bringing together hundreds of attendees together from the Middle East and surrounding regions, we are facilitating important conversations about the current reality of fraud."

The 2020 Fraud Conference Middle East came up with recommendations that established the principle of transparency and integrity as a main pillar in anti-fraud. The first recommendation came about the importance of commitment and incubation of governmental and private institutions for such national conferences concerned with spreading awareness about the

factors that enable fraud, and the second recommendation included the importance of increasing the Emiratization rate in the Financial Audit Authority. The conference's recommendations also included the necessity of holding such conferences in the future in the Arab version to meet the needs of the Middle East region.

GDRFA issues over a million visas, spotlights Dubai's global heft

The General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA-Dubai) said it has issued more than one million visas featuring the 'Dubai, Capital of Arab Media 2020' logo in the last four months.

The initiative seeks to highlight the UAE's status as a regional and global media hub and Dubai's leadership in driving media industry growth in the region in line with the vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

Major General Mohammed Ahmed Al Marri, Director General of the General Directorate of Residency and Foreigners Affairs in Dubai said that over the last four months, the GDRFA-Dubai has issued over one million visas featuring the 'Dubai, Capital of Arab Media for 2020' logo as part of its efforts to raise the profile of Dubai's achievements among global audiences. Highlighting the recognition Dubai received from the Council of Arab Information Ministers will create further interest among worldwide audiences in Dubai as an investment and tourism destination, he added.

Major General Al Marri further said the recognition coincides with Dubai hosting the MENA region's first Expo 2020 which will enhance the city's status as a global commercial hub and a bridge between the East and the West. "These achievements encourage all government entities to strive harder to contribute to the UAE's continued progress and achievements across all fields. The GDRFA-Dubai is keen to showcase both the UAE's and Dubai's key accomplishments and highlight the remarkable progress it has made over the last five decades," he added.

Welcoming GDRFA-Dubai's initiative, Mona Al Marri, Vice Chairman and Managing Director of the Dubai Media Council and Director General of the Government of Dubai Media Office (GDMO), said: "We appreciate the unique initiative taken by GDRFA-Dubai to feature the logo in visas issued out of Dubai. GDRFA-Dubai's gesture reflects the vital role of the media sector in the larger economy and the emirate's instrumental role in nurturing the growth of the region's media industry. Over the last two decades, key Dubai initiatives such as the Arab Media Forum and the Arab Journalism Award have created a platform for the region's media

industry to engage in dialogue and knowledge-sharing.”

She added the vision set by His Highness Sheikh Mohammed bin Rashid Al Maktoum 20 years ago helped create a solid base for Dubai’s leadership in the media industry, which today has culminated in its recognition as the ‘Capital of Arab Media for 2020’. She noted that Dubai is a vibrant global media hub with more than 4,000 companies across media sectors. Showcasing the ‘Dubai, Capital of Arab Media 2020’ logo will contribute to reinforcing Dubai’s reputation as a media hub regionally and globally, she added.

Coronavirus: Remote work system for Amer centres activated

DUBAI: The General Directorate of Residency and Foreigners Affairs in Dubai has announced the activation of the remote work system for Amer call centres starting from Thursday March 26 for two weeks subject to renewal and evaluation.

Amer call centre will be operating 24 hours according to the working mechanism applied remotely to achieve the highest levels of productivity in work in accordance with the decision of the Dubai Executive Council to implement 100 per cent remote working in all departments, institutions and governmental entities in Dubai starting next Sunday.

Amer call centre had received about 116,500 calls during the period March 23 to 25, at a daily rate of 15,000 calls per day, and with an efficiency rate of 81 per cent on its toll-free number 800511.

Major General Mohammed Ahmed Al Marri, Director General of GDRFA Dubai, stressed that the results of the Amer call centre showed the readiness and high efficiency of its national cadres.

Major Salem bin Ali, Director of Amer Happiness Customers Department at GDRFA Dubai, said the Amer call centre responds to comments and inquiries of customers inside and outside the UAE in various languages, indicating that the call centre receives approximately 120,000 calls per month, as it includes a specialised well-trained human cadre to respond efficiently and effectively about GDRFA Dubai transactions or direct the customer to the competent authority in case the inquiry relates to another authority.