

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



# INSTITUTIONAL GOVERNANCE REPORT 2020

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# 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 (13) 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
5035	13 centers and departments in different areas of Dubai

### 3.2 Organizational structure

The organizational structure as below shows the current structure of the General Directorate of Residency and Foreign Affairs approved in 2019. 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.



## 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 are achieved by 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, and the city's future aspirations for 2021 are all set.

- 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..

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## 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.

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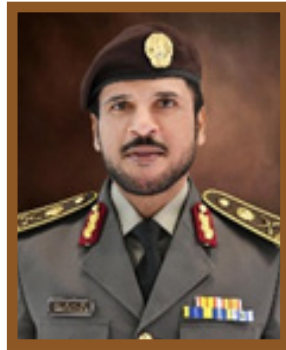
## About the President and members of the Council

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



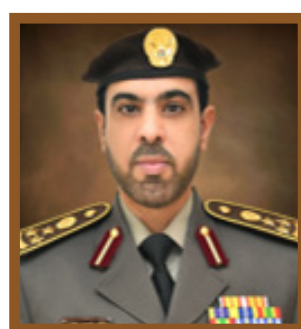
Major General  
(Ahmed Mohammed Obaid al-Muhairi)  
Assistant Director-General for Local Passport Sector



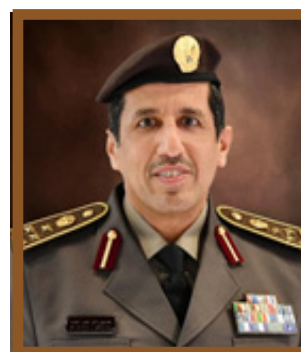
Brig. Gen. Dr Ali Abdullah bin Ajif Al-Zaabi  
Legal Counsel



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



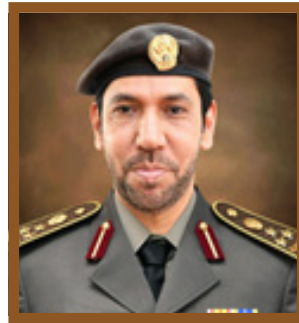
Brigadier General  
Ahmed Rashed Ghaith  
Assistant Director General of The Violators & Foreigners  
Sector



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

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### 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

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**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.

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## 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

## Delegation of authorities

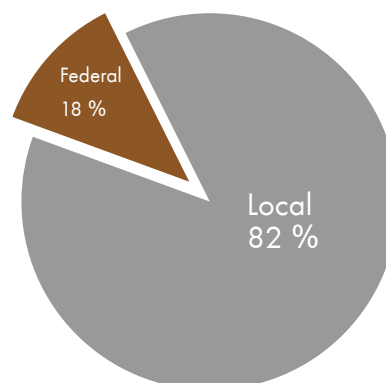
As part of the General Directorate's efforts to speed up the decision-making process to clarify the levels of authority for all administrative levels, the General Directorate's has developed a methodology to delegate authorities in accordance with the nature of the work of the public administration, 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...)

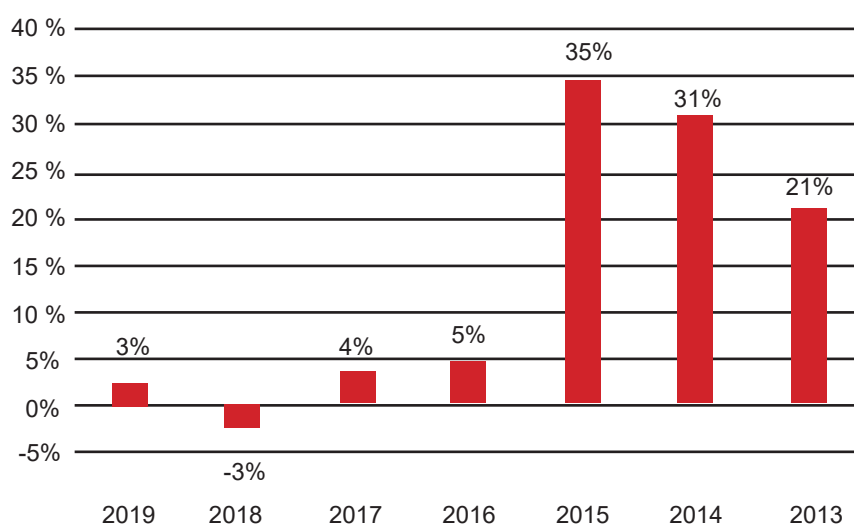
## Ranking of Strategic Partners of the General Directorate of Residence and Foreign Affairs - Dubai

- Ministry of HR & Emiratization
- Ministry of Health & Prevention
- Dubai Police
- Dubai Courts
- Public Prosecution
- Dubai Health Authority
- Dubai Ports
- Dubai Airports

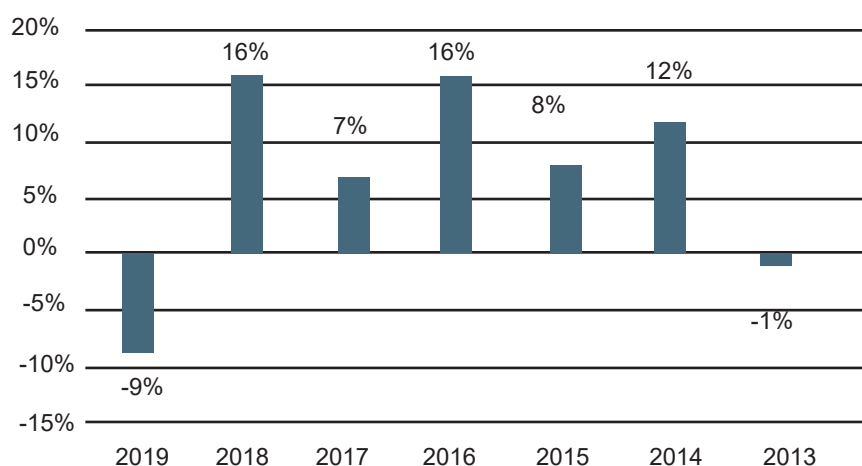


## Financial performance

### Rate of development in revenues and revenues from 2013 to 2019



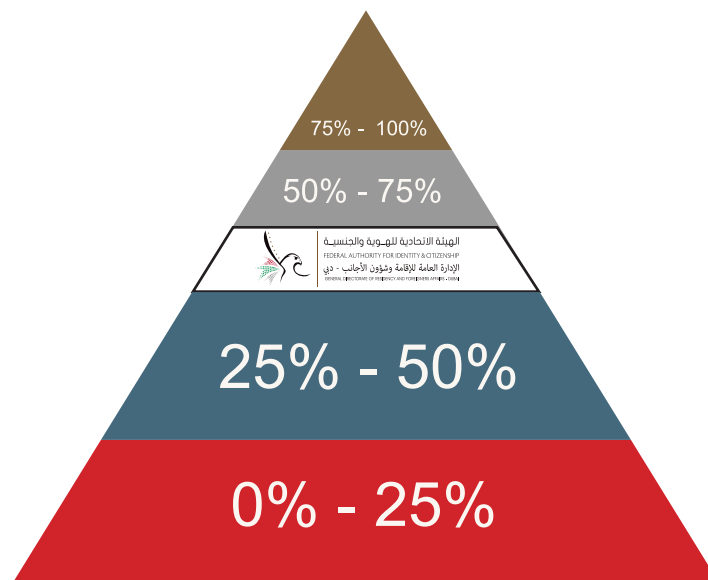
### Development in Expenses 2013 to 2019





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

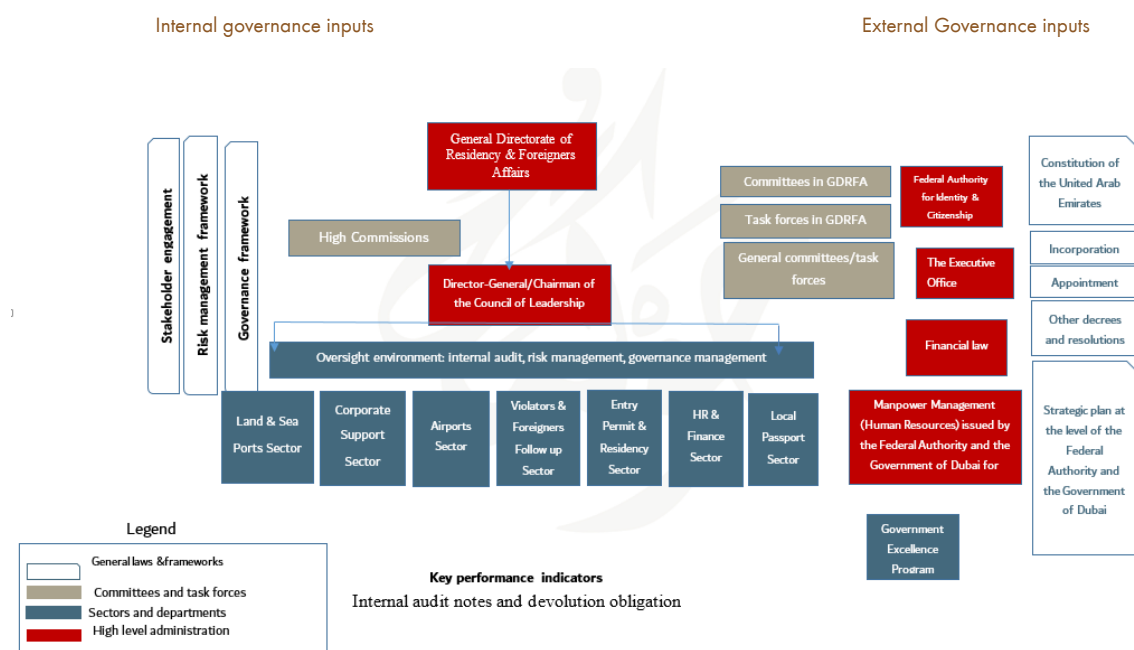
The General Directorate realized the importance of continuous development and the application of best practices in the field of governance and measured the maturity of governance through the Institute of Corporate Governance in the Government of Dubai (Hawkamah) , where it was evaluated by a team of experts, and the General Directorate has achieved an advanced level of maturity at the third level out of four where it is considered 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



### 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 three specifications:
- 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

## Governance system at the General Directorate of Residency and Foreigners Affairs - Dubai



## 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 400 Gold Card UAE visas issued for investors:

A total of four hundred golden visas have been handed out in the UAE so far with a target of 6,800 by the end of the year, Major General Mohammad Al Marri, director-general of General Directorate of Residency and Foreigners Affairs (GDRFA), said on Tuesday

GDRFA Dubai has signed a memorandum of understanding (MoU) with The Dubai Chamber of Commerce and Industry (Dubai Chamber) and the Dubai Free Zone Council to launch the “Be Part of Dubai” initiative, which will see prominent businessmen receive UAE Golden Residency Visas.

The MoU, signed at a launch ceremony held on the sidelines of the Global Business Forum Africa 2019 in Dubai, supports ongoing efforts to attract and retain high-net-worth investors from Africa by providing them with an easy and streamlined way to obtain long-term visa residency visas.



The strategic partnership agreement was signed by Hamad Buamim, President and CEO of Dubai Chamber; Major General Mohamed Ahmed Al Marri, Director-General of GDRFA, and Dr. Mohammed Al Zarooni, Secretary-General of Dubai Free Zones Council.

As part of the agreement, the three entities will work together to identify priority sectors for attracting investments to Dubai, in line with Dubai's income diversification targets. They will also collaborate to familiarise businessmen with the nature and scale of opportunities available in key economic sectors, as well as with the incentives offered to foreign investors in Dubai.

Buamim said, «This strategic agreement supports Dubai's strategic vision to diversify its economy, cement its status as a preferred destination for foreign direct investment and enhance its economic competitiveness at a global level.»

Major General Al Marri said, «The department is working to implementing the vision of our wise leadership and support its initiatives, which are always a driving force for comprehensive and sustainable economic and social development.»

Dr. Al Zarooni said, «The 'Be Part of Dubai' initiative aligns with our efforts to attract high-net-worth individuals to Dubai who can make a significant contribution to the emirate's economy, in addition to enhancing the confidence of investors by providing them and their families with more flexibility in terms of livelihood and transportation.

Initiatives such as this one help us achieve our goals of boosting the flow of foreign direct investments, strengthening the local market through increased demand, creating an enabling business environment, and driving growth across all sectors.»



GDRFA Dubai officials congratulate customers on the day of happiness through a Amer service

The General Department of Residence and Foreign Affairs in Dubai organized various events for employees and customers at its headquarters and various customer happiness centers and passengers through Dubai International Airports, coinciding with the uae's celebrations of World Happiness Day, which falls on March 20th of each year, Major General Mohammed Ahmed Al Marri, Director General of the General Directorate of Residence and Foreign Affairs in Dubai, and his deputy, Major General Obaid Muhair bin Srour, surprised customers to respond to their call through a call service and congratulate

them on the World Happiness Day and listen to their opinions. The United Arab Emirates and its commitment to improve our country to be among the happiest countries and to establish Dubai to promote the concepts of happiness, positivity and quality of life among its employees to make it a way of life.

### Dubai issues 679,389 entry permits to GCC expats in 2 years

The General Directorate of Residency and Foreigners Affairs (GDRFA) in Dubai issued a total of 679,389 entry permits for expat residents from GCC countries in the last two years, an official told Gulf News.

Colonel Omar Ali Al Shamsi, Assistant Director General for Entry and Residency Permits, said that his department issued 321,109 entry permits to GCC expat residents last year compared to 358,280 in 2017.

"Our visa department is operating round the clock for (expat) residents in GCC countries to apply for entry permits. While GCC nationals don't need to apply for entry permit visas, expat residents from the GCC need to using the website or smart application of GDRFA. After we approve the permit, we send an email to the applicant with an e-visa to travel to UAE," Col Al Shamsi said.

Expat residents in the GCC need to have a valid passports and mention their occupation.

Col Al Shamsi said that the entry permit is valid for 30 days from the date of issuance and can be extended to another 30 days for one time by applying for extension via the GDRFA website or smart application. The extension fee can be paid without the visitors having to leave the UAE.

"We are keen to make the visit a joyful one for everybody. All the visa formalities can be done online, including payment. Visitors don't need to stop at the airport to pay the fees or apply for visa."

Major Saeed Khalfan Al Suwaidi, head of Entry Permits for GCC Residents Section at Dubai International Airport, said, "Visitors shouldn't overstay as they will have to pay a fine of Dh200 for the first day and Dh100 for each day thereafter. Violators can pay the fees at the GDRFA office in T3 of Dubai International Airport with Dh100 extra for leaving the country,"

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The first of its kind in the world.

## Dubai Residence prepares to launch «Boarding Card» project for guests

Major General Mohammed Ahmed Al Marri, Director General of the General Department of Residence and Foreign Affairs in Dubai, announced the launch of a new project, the first of its kind in the world, scheduled to be launched in early 2020, in cooperation with Dobbs, a subsidiary of Dnata, a company engaged in providing international air services, and the project aims to To complete the check-in for guests in violation of the entry and residence law in a modern and intelligent way, it contributes to enabling the department to build an ideal data reference for guests, which in turn contributes to raising and enhancing the level of service for the guest category, which is one of the categories of customers in the UAE community.

Major General Mohammed Al Marri said: «The project «Boarding Pass for Guests» is the first of its kind in the world for guests in violation of the law of entry and residence, as it is considered one of the outstanding projects in the UAE as it is a major leap and a distinguished achievement in the field of providing services in accordance with the strategy Wise leadership aimed at facilitating all segments of society that reside on the uae, including the category of guests that may be distracted from it, in line with the prestigious international position that the UAE has become in all regional and international forums. «.

## GDRFA Dubai participate in the UAE's preparation for hosting Expo 2020 Dubai

As the preparations for Expo 2020 countdown begin, Major General Mohammed Ahmed Al Marri, Director-General of the General Directorate of Residency and Foreigners Affairs, GDRFA, in Dubai confirmed that the department is ready for the countdown.

The GDRFA will offer "bookmarks" under the slogan "one year to go to the World's Greatest Show" for travellers arriving at the Dubai International Airport as soon as they stamp their passport.

The bookmarks include Expo 2020 Dubai logo and a special barcode that allows travellers to browse through the official website of Expo 2020 Dubai for the huge event.

"This comes as part of GDRFA Dubai's keenness to educate visitors in Dubai to the importance of this event easily and smartly," Al Marri said.

Major General Al Marri said, "The countdown has started and we are pleased to be part of this historic moment to host the first-ever extraordinary event in the Middle East, Africa, and South Asia."

Al Marri also said, "We assure everyone that we are ready to receive visitors to the exhibition, which will attract more than 25 million people from different countries in the world. We are the frontline in receiving everyone who enters the country."

He added, "GDRFA Dubai is providing all the facilities for visitors to Dubai to enjoy an exceptional experience during their stay and to have in their minds an honourable image of the UAE."

## Smart Dubai, GDRFA launch -40minute residence visa service

Major General Mohammed Ahmed Al Marri, Director General of the General Directorate of Residency and Foreigners Affairs in Dubai, noted: «So far, all residency services were only available through our smart channels and 'Amer» service centres located around the Emirate of Dubai. The services include issuance, renewal, amendment, and cancellation of residencies, in addition to amendment of status and transfer of sponsorship.»

«All these services are now available on the Dubai Now application,» Maj. Gen. Al Marri continued. «In collaboration with Smart Dubai, the Directorate is introducing its services on the app in successive stages, the first of which will be transferring the 'Visa Status» service to Dubai Now, allowing users (individuals or organisations) to determine whether or not their residency is valid, as well as the 'Residency Management» service, where users can renew their residencies or those of their spouses, children, and parents. Phase one will also include a service allowing users to obtain entry permits for their spouses, children, or parents.»

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Al Marri noted that visa applications have been made easy and can now be submitted via the smart application and completed in minutes, provided all requirements are met.

As many as 350 people have used the Dubai Now application to issue or renew residency visas for their dependants since the service was announced last month. Furthermore, the 'Residency' section allows users to undertake a host of actions, such as issuing, renewing, and cancelling residency visas, as well as managing dependants, in addition to offering detailed information about these services. It points users to the steps they need to go through, which include medical tests and extracting IDs, among others, in addition to sending push notifications to alert users when their residencies are approaching their expiry dates.

## 20,000 people walk through Dubai International Airport without showing passports.

In a matter of three to four seconds or so - depending on how fast the traveller walks and how familiar the person is with the new system - passengers just walk through the tunnel and that's it. All their biometrics are already there,» Major-General Mohammed Ahmed Al Marri, director of the General Directorate of Residency and Foreigners' Affairs (GDRFA), told Khaleej Times.

«Dubai is the first city worldwide to install the Smart Tunnel. The system has been in place since October 2018,» he added.

Every day, travellers can be seen walking and exiting through the tunnel in seconds.

Lt-Col Walid Ahmad Saeed, assistant deputy director of airport services at the GDRFA, said only the iris scan is a must for a passenger to use the tunnel.

«It is a seamless process that will be implemented in other terminals in the future,» he said, stressing that the target is to register as many passengers as possible in the smart system. In a single day, up to 100,000 passenger entries and exits are often registered by the GDRFA across all airport terminals, Lt-Col Saeed said

## Dubai ports handle over 800,000 people during holidays

Major General Mohamad Ahmad Al Marri, Director General of the General Directorate of Residency and Foreigners Affairs in Dubai (DGRFA Dubai) revealed that a total of 808,025 passengers passed through Dubai's land, sea and air ports during the Martyrs' Day and the 48th UAE National Day holiday between November 29 and December 3. A total of 709,992 passengers passed through Dubai Airports, while 78,165 passengers used the land ports, and 19,868 passengers crossed the sea ports. Al Marri pointed out that Dubai International Airports received 334,241 passengers in just five days.

Hatta port set a record in the movement of passengers (departures and arrivals) between November 26 and December 3, which coincided with the 49th Oman National Day holiday. Al Marri added that the "Sanad" team at the Hatta Port (Passport Control Department) set an emergency plan in cooperation with the Hatta Police Centre to organise traffic and activate the largest number of counters to handle the rush



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## Hatta facility to speed up border checks

Maj. Gen. Mohammad Ahmad Al Merri, Director General of DNRD, said: "At the moment, passengers using this route need to get off their cars for the passport procedures. The new design will ensure passengers do not need to leave their cars.»

He said the new design will speed up the immigration procedures at the border.

"It should not take more than 40 seconds to facilitate an individual's immigration process,»» said Al Marri.

Over 155,000 individuals use the Hatta crossing, which links Oman with the UAE, for arrivals and departures on a monthly basis.

Al Marri said with the increase in the number of commercial and tourist activities between Oman and UAE, this project will be highly beneficial.

"Hatta is the only border crossing that presently needs to be upgraded. The other UAE borders have the latest designs and do not need any new facilities,»» he added.

The Hatta crossing project will have three lanes to receive incoming vehicles from Oman – one for trucks, another for uninsured vehicles and the third will branch out into five gates for various DNRD and customs procedures.

Individuals going from UAE to Oman can use all lanes that have passport control, customs and insurance services.

Once they complete the immigration procedures in Hatta, they will have to go to the Omani office to complete their entry process to Oman.

Similarly, all procedures for individuals coming into the UAE will be completed at the Hatta border crossing.

## Hatta Crossing project:

5 detached buildings:

Main building (1): Rest area, mosque, floor dedicated for DNRD employees.

Building 2: Insurance companies and outlet to process traveler's requests.

Building 3: Canopy that contains 5 DNRD gates for passport and customs procedures.

Building 4: Gate to check completion of all processes for incoming travelers from Oman.

Building 5: Departure services for individuals going from UAE to Oman.



Belgium receives first 'establishment card' for Expo 2020 participating countries

. Reem bint Ibrahim Al Hashemy, Minister of State for International Cooperation and Director-General of Bureau Expo Dubai 2020, and Maj. Gen. Mohammed Ahmed Al Marri, Director-General of the General Directorate of Residency and Foreigners Affairs in Dubai, GDRFA, handed over the establishment card to Dekkers.

Minister Al Hashemy praised the efforts of Dubai's GDRFA and its continued support for facilitating the participation of various countries in Expo 2020 in line with the slogan 'Connecting the Minds, Creating the Future'.

She stressed the importance of the role of government entities in supporting this national project and its contribution to preparations for the global event, adding that the concerted efforts of all governmental institutions at both federal and local levels are critical in the organisation of an exceptional World Expo worthy of the UAE.

The card was issued in the presence of Najeeb Al Ali, Executive Director of Expo Dubai 2020 Bureau; Major General Obaid Muhair bin Suroor, Deputy Director-General of the General Directorate of Residency and Foreigners Affairs in Dubai; Col. Dr. Omar Al Shamsi, Assistant Director-General of Entry and Residency Permits Sector in GDRFA Dubai; Maj. Salam bin Ali, the General Coordinator of Expo 2020 in GDRFA Dubai, and a number of officials from both parties.

Maj. Gen. Al Marri said that GDRFA Dubai is working to facilitate the entry and the exit procedures of Expo 2020 Dubai participants with smart systems. Participants can obtain various types of visas through this smart platform within seconds of completing all documentation, and establishment cards can be issued electronically within a few minutes of the submission of an application, he added.

He said that following the UAE's successful bid for the event, GDRFA Dubai formed an integrated core team comprising of a higher committee under the follow-up of Maj. Gen. Obaid Muhair Bin Suroor, supported by an executive committee headed by Brig. Talal Al Shanqeti, the Assistant Director-General of Airports Affairs and Col. Dr. Omar Al Shamsi.

Al Marri noted that GDRFA Dubai is gearing up to process 45,000 transactions per day. All applications will be processed through Artificial Intelligence systems, he added.

Nearly 25 million visitors are expected to visit the Expo 2020 between October 2020 and April 2021,



with more than 70 percent of visitors coming from outside the UAE. It is also the first world expo to be held in the Middle East, Africa and South Asia, and the largest event of its kind in the Arab world with nearly 192 countries having confirmed their participation.

## Dubai tourists to get free Sim cards

Tourists in Dubai can enjoy a free Sim card, complete with complimentary talk time and data, on their arrival at the airport, officials said on Sunday.

Tourists above 18 years can get the free du Sim card, thanks to a new initiative by the General Directorate of Residency and Foreigners Affairs (GDRFA) in Dubai.

Major General Mohammad Al Marri, director-general of GDRFA, said the Sim card is valid for one month with three minutes talk time and 20mb data free.

"The initiative is the first of its kind in the world. Dubai is the first destination in the world to provide free Sim cards to visitors," Major General Al Marri said.



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The newly launched tourist sim pack Image Credit: Ali Al Shouk/Gulf News

Tourists will get the Sim card from the passport control officer on arrival.

GDRFA, in cooperation with Emirates Integrated Telecommunications Company (EITC), launched the pilot phase of the Connect with Happiness project on May 28, to allow travellers with transit visa, visit visa, visa on arrival and GCC citizens arriving at Dubai International Airport to take advantage of the complimentary service.

"We already distributed 10,000 free Sim cards to travellers to ensure they enjoy a safe, happy and fulfilled stay and they liked the idea. The project aims to help achieve the Dubai Happiness Agenda which is being implemented by the Smart Dubai Office to make Dubai the happiest city on earth," Major General Al Marri added.

### of Amer center customers in Dubai are happy %96

96 per cent of Amer centre customers were happy with the service provided by the one-stop facility for visa and immigration-related services in Dubai, a survey revealed on Wednesday.

Maj-Gen Mohammad Al Merri, General Directorate of the Residency and Foreigners Affairs in Dubai (GDRFA), said Amer centres provide a range of services that include issuing entry permits, renewing residency visas and visa cancellation.

He stressed that GDRFA Dubai is keen to achieve the vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to make Dubai a model and the pioneer in achieving people's happiness through smart, innovative initiatives and services.

Major Salem Bin Ali, director of Amer Client Happiness Centre in GDRFA, said that some centres which scored a low rate in the survey were directed to enhance their performances in providing the services.

### More than 2.8 million Chinese travelled through Dubai ports in 19-2018

Major General Mohammed Al Marri, Director General of the General Directorate of Residency and Foreigners Affairs (GDRFA-Dubai), revealed that a total of 2,849,554 Chinese passengers passed through Dubai ports in 2018 and during the first half of 2019. He added that the UAE is a preferred destination for the Chinese tourist, as the country enjoys a tourist attraction that combines between authenticity and modernity.

«We are working in GDRFA Dubai in accordance with the best practices to facilitate the procedures of travelers coming from the People's Republic of China, in order to support UAE's ambitious to strengthen relations with the Republic of China in all fields, which contributes to the growth of the number of Chinese tourists to the UAE and increases economic investment rates between the two countries." Al Marri said.

Al Marri said: "GDRF Dubai is keen to translate the directives of the wise leadership in making Dubai a city of happiness, security and safety for every traveler."

He added that the passport control officers in Dubai ports are the front line to receive visitors, citizens

and residents, and the cultural interface that gives the first impression of the place and the culture national identity to the external customer.

A large group of passport control officers have been qualified to speak in different languages, including Chinese, French, Portuguese, etc. and develop their communication skills, so they can handle all passengers and help them to facilitate their procedures and answer all their inquiries.

### ALSAADA card for GDRFA employees



Immediate families of employees at the General Directorate of Residency and Foreigners Affairs (GDRFA) will enjoy 'Alsaada' discount card by downloading it on their smartphones.

Major General Mohammad Ahmad Al Merri, Director General of GDRFA Dubai, launched the smart application on Apple and Android stores at a ceremony at the GDRFA headquarters in the presence of senior officials. He said that about 5,000 employees got the discount card and more than 40,000 people from their families will benefited from it.

"Immediate family members like husband, wife, mother, father and children above 18, will benefit from the card. The application will help them check latest offers and discounts. Happiness is part of our police, strategy and services," Maj Gen Al Merri said in statement.

GDRFA Dubai said that the card was presented to 300 former employees too.



### GDRFA launches ATM for people with determination

The General Directorate of Residency and Foreigners Affairs (GDRFA) in Dubai has inaugurated an automated teller machine (ATM) for people of determination to enjoy banking services.

Maj Gen Mohammad Ahmad Al Merri, Director General of the GDRFA Dubai, witnessed the launch of the new ATM in Al Jafliya.

GDRFA became the first government entity in Dubai to introduce the new service, which is designed to help the blind and those in wheelchairs.

"The new initiative came in line with the country's strategy to empower people of determination," said Maj Gen Al Merri. "It is part of transforming Dubai to a people of determination friendly city by 2020. They are part of the society and in GDRFA, we make sure they have best services," he added.

The ATM provides four key services for people of determination, such as, the withdrawal of cash, checking on balance, issuing a statement and changing the pin code.

The ATM has a voice-command and provides banking services for all members of society.

Mohammad Abdullah, CEO of Sharjah Islamic Bank, said that the ATM could be used by everyone. "I feel proud to inaugurate the ATM which will help the blind and those in wheelchairs. We have three similar ATMs and it provides people of determination with the necessary services to let them use banking services in easy way," he said.

The ATM took into consideration all banking and safety requirements of wheelchair users from the height of the ATM, space and slope of the ramp and ease of accessibility and ease of use.