



الأمانة العامة للمجلس التنفيذي
GENERAL SECRETARIAT OF THE
EXECUTIVE COUNCIL

The Official Gazette

30 April 2016 - The Fourth Edition

The Official Gazette

The Fourth Edition - The Forty Fifth Year

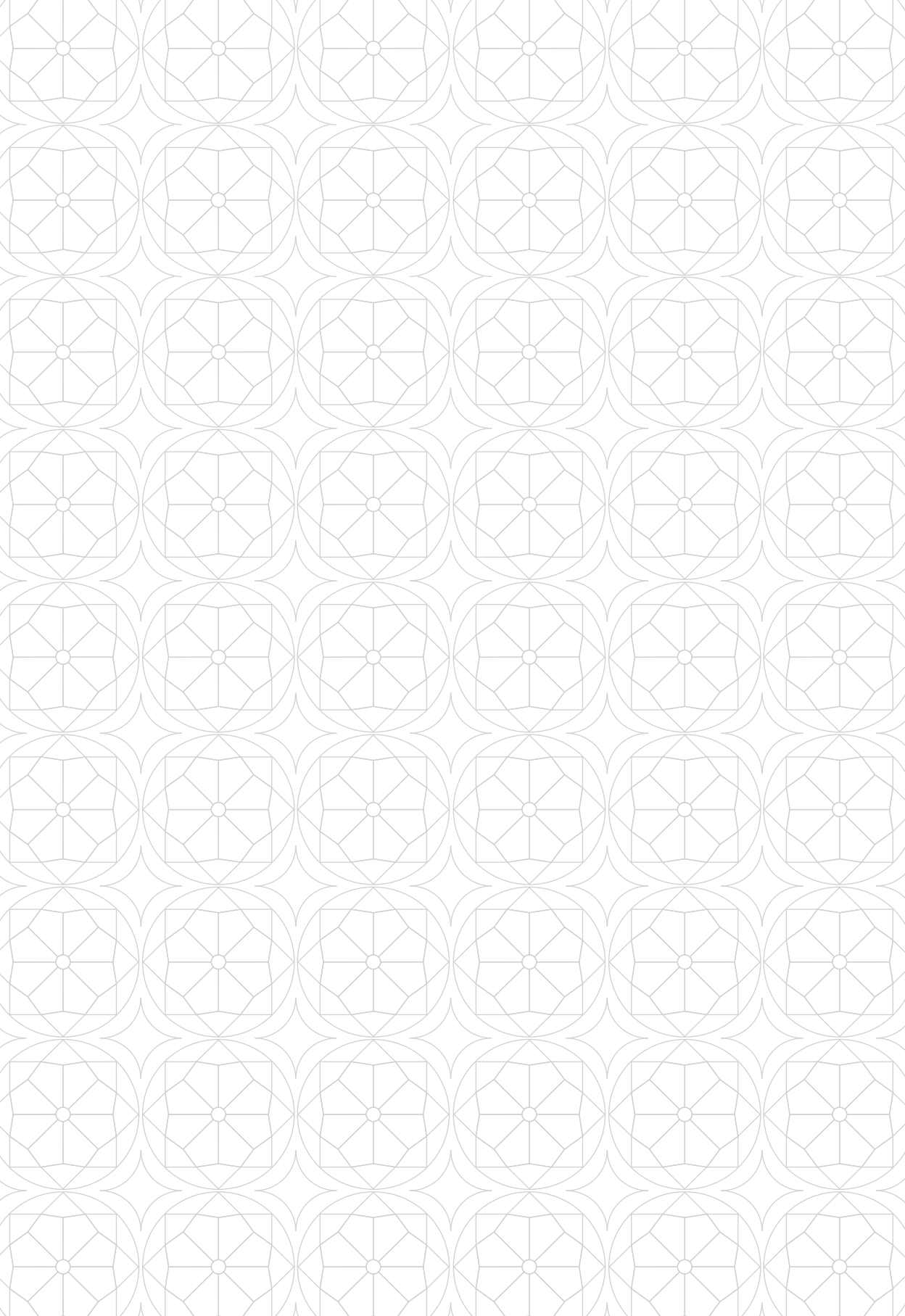
Contents

Chairman of the Executive Council Resolutions	Pages
Chairman of the Executive Council Resolution No. (37) of 2016 Concerning the Fee for the Use of Airport Facilities in the Emirate of Abu Dhabi	3
Chairman of the Executive Council Resolution No. (38) of 2016 Concerning the Appointment of a Member of the Board of Directors of the Emirates Foundation	5
Circulars	
Circular No. (5) of 2016 Concerning Oracle Softwares Agreement	6
Circular No. (6) of 2016 Concerning the Basic Information of Governmental Companies in the Emirate of Abu Dhabi	7
Circular No. (7) of 2016 Concerning the Guide for Defining Services and the Documentation of Their Procedures	9
Circular No. (8) of 2016 Concerning Sporting Events in the Emirate of Abu Dhabi	12
Circular No. (9) of 2016 Concerning the Formation of the Service Improvement and Development Team at the Governmental Entities	13

Secretary-General's Resolutions

Secretary-General's Resolution No. (11) of 2016 Concerning the Leave of H.E.Director - General of Abu Dhabi Education Council	19
---	----

Chairman of the Executive Council Resolution



Chairman of the Executive Council Resolution No. (37) of 2016 Concerning the Fee for the Use of Airport Facilities in the Emirate of Abu Dhabi

We, Mohamed bin Zayed Al Nahyan, Crown Prince, Chairman of the Executive Council,

Having reviewed:

- Law No. (1) of 1974 concerning the reorganisation of the Governmental Body in the Emirate of Abu Dhabi and its amendments;
- Amiri Decree No. (5) of 2006 concerning the establishment of Abu Dhabi Airports Company “Public Joint Stock Company”; and
- Based on what was presented to and approved by the Executive Council;

Issued the following Resolution:

Article (1)

- Every departing passenger or transit passenger (continuing his journey - with the same airline company or any other company) shall pay, when leaving the State through the airports of the Emirate of Abu Dhabi, a fee of AED thirty five (35) for using the airport facilities.
- Children under the age of two as well as the transit passengers (whose number of the arrival and departure flights is the same) and the cabin crew on the job, shall be exempt from the fee stipulated in the first paragraph.

- The airline companies operating in the airports of the Emirate of Abu Dhabi - shall be responsible for collecting the fee stipulated in the first paragraph of this Article upon issuing the travel tickets to their customers whether in the United Arab Emirates or abroad, as long as the departure will take place from the airports of the Emirate of Abu Dhabi on or after the date of 30/6/2016. These companies shall transfer the proceeds of this fee to Abu Dhabi Airports Company.
- The proceeds of the fee collected pursuant to the provisions of this - Resolution shall devolve to Abu Dhabi Airports Company.

Article (2)

This Resolution shall be effective from the date of its issuance and published in the Official Gazette.

Mohamed bin Zayed Al Nahyan
Crown Prince
Chairman of the Executive Council

Issued by us in Abu Dhabi

On: 7 April 2016

Corresponding to: 29 Jumada Al-Akhar 1437 Hijri

Chairman of the Executive Council Resolution No. (38) of 2016 Concerning the Appointment of a Member of the Board of Directors of the Emirates Foundation

We, Mohamed bin Zayed Al Nahyan, Crown Prince, Chairman of the Executive Council,

Having reviewed:

- Law No. (1) of 1974 concerning the reorganisation of the Governmental Body in the Emirate of Abu Dhabi and its amendments;
- Law No. (15) of 2008 concerning the reorganisation of the Emirates Foundation;
- Chairman of the Executive Council Resolution No. (20) of 2014 concerning the reformation of the Board of Directors of the Emirates Foundation; and
- Based on what was presented to and approved by the Executive Council;

Issued the following Resolution:

Article (1)

Her Excellency Shamma Soheil Al Mazrouei shall be appointed a member of the Board of Directors of the Emirates Foundation instead of His Excellency Obaid Al Hairi Salem Al-Ketbi.

Article (2)

This Resolution shall be effective from the date of its issuance and published in the Official Gazette.

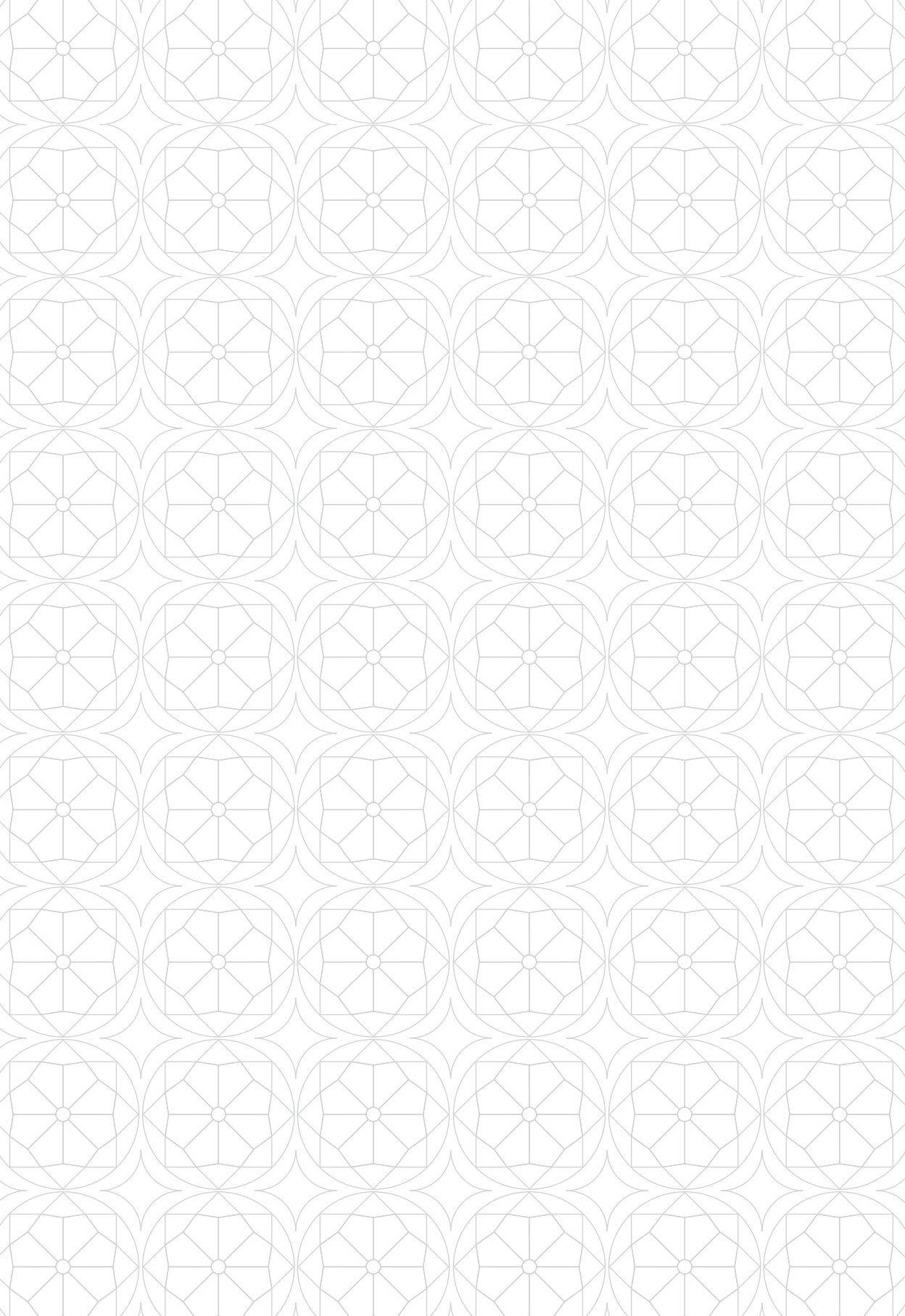
Mohamed bin Zayed Al Nahyan
Crown Prince
Chairman of the Executive Council

Issued by us in Abu Dhabi

On: 7 April 2016

Corresponding to: 29 Jumada Al-Akhar 1437 Hijri

Circulars



Circular No. (5) of 2016 Concerning Oracle Company Software Agreement

To all governmental entities in the Emirate of Abu Dhabi

Peace and Allah's mercy and blessings be upon you,

The Executive Council is pleased to greet you and to extend its sincere gratitude for your continuous cooperation to realise the common interest.

In line with the keenness of the government of Abu Dhabi to provide a secure work environment and ensure maximum benefit from the financial allocations in a manner that is consistent with the governmental plans and policies, all Oracle software or technical support services related to such licences shall be purchased pursuant to an agreement between the government of Abu Dhabi and Oracle Company, and this agreement shall be observed to benefit from the advantages contained there in, particularly the preferential prices.

We value your efforts and thank you for your cooperation

For your necessary action

May Allah guide you

Saeed Eid Al-Ghafli
Chairman of the Executive Office

Date: 3/4/2016

For enquiries, please contact the Department of Government Relations at Abu Dhabi Systems and Information Centre on Tel: 026961133 or via email: Government.Relations@adsic.abudhabi.ae

Circular No. (6) of 2016

Concerning the Basic Information of Governmental Companies in the Emirate of Abu Dhabi

To all governmental companies in the Emirate of Abu Dhabi

Peace and Allah's mercy and blessings be upon you,

The Executive Council is pleased to greet you and to extend its sincere gratitude for your continuous cooperation to realise the common interest.

In order to achieve the objectives of the strategic vision of the government of Abu Dhabi and to raise the level of governmental performance in the Emirate, the Human Resources Authority in the Emirate of Abu Dhabi shall be provided within two weeks from the date of issuance of this Circular with the following data:

1. The approved organisational structure.
2. The approved human resources policies guide.
3. The approved wage scale.
4. The approved schedule of competencies.
5. Total manpower with the numbers of National and non-National workers.
6. The budget of the salaries approved for year 2015 and the total of salaries disbursed.
7. The number of occupied posts and vacancies with a statement of their annual cost.
8. The details and amounts of salaries as well as the actual benefits for the workers employed by all kinds of contracting.

9. The details and amounts of the annual bonuses (if any).

We value your efforts and thank you for your cooperation

For your necessary action

May Allah guide you

Saeed Eid Al-Ghafli
Chairman of the Executive Office

Date: 3/4/2016

For enquiries, please contact the Department of Organisational Design and Governance at the Human Resources Authority in the Emirate of Abu Dhabi on Tel: 026688293 or via email: Mariam.AISuwaidi@hra.ae

Circular No. (7) of 2016
Concerning the Guide for Defining Services and
the Documentation of Their Procedures

To all governmental entities and companies in the Emirate of Abu Dhabi
Peace and Allah's mercy and blessings be upon you,

The Executive Council is pleased to greet you and to extend its sincere gratitude for your continuous cooperation to realise the common interest.

Recognising the importance of defining services and the documentation of their procedures, and in order to ensure continuous improvement of their delivery and offering in high quality, the provisions of the Guide here-attached for the Defining Services and the Documentation of their Procedures shall be observed, and the following shall be applied:

- Documenting the procedures of all the services attached and approved by your entity as the first phase of the services determination and update project, and sending the same to the Executive Council within three months as of the issuance of this Circular.
- Starting with the determination and provision of the data of the second phase of the governmental services determination and update project, which will be requested by and sent to the Executive Council within three months as of the date of issuance of this Circular.

We value your efforts and thank you for your cooperation

For your necessary action

May Allah guide you

Saeed Eid Al-Ghafli
Chairman of the Executive Office

Date: 3/4/2016

For enquiries, please contact the Office of Abu Dhabi Excellence Program (ADEP) at the General Secretariat of the Executive Council on Tel: 026688514 or via email: servicesADEP@ECOUNCIL.AE

Attachment: A USB Memory Stick including:

- Guide for the Identification of Services and Documentation of their Procedures – First Version
- List of the governmental services

*The provisions of this Circular shall be applied to the governmental entities and companies indicated in the attached table.

Circular concerning the Guide for the Identification of Services and Documentation of Their Procedures

1. Directorate General of Civil Defence - Abu Dhabi
2. General Directorate of Residency and Foreigners Affairs
3. National Health Insurance Company - Insurance
4. Abu Dhabi Police GHQ
5. National Rehabilitation Centre (NRC) - Abudhabi
6. Higher Corporation for Specialized Economic Zones
7. Abu Dhabi Food Control Authority
8. Zayed House for Islamic Culture
9. Dar Zayed for Family Care
10. Department of Economic Development
11. Department of Municipal Affairs
12. Abu Dhabi Judicial Department
13. Department of Finance
14. Department of Transport
15. Al Ain Distribution Company(AADC)
16. Abu Dhabi Sewerage Services Company
17. Abu Dhabi Media Company
18. Abu Dhabi Distribution Company(ADDC)
19. Abu Dhabi Health Service Company(SEHA)
20. Abu Dhabi National Exhibition Company
21. Abu Dhabi Ports Company
22. Khalifa Fund for Enterprise Development
23. Abu Dhabi Retirement Pensions and Benefits Fund

Circular No. (8) of 2016 Concerning Sporting Events in the Emirate of Abu Dhabi

To all governmental entities and companies in the Emirate of Abu Dhabi
Peace and Allah's mercy and blessings be upon you,

The Executive Council is pleased to greet you and to extend its sincere gratitude for your continuous cooperation to realise the common interest.

In line with the keenness of the government of Abu Dhabi on the successful organisation of championships and sporting events in the Emirate so as to achieve the objectives expected therefrom, and in order to ensure that such events are held in conformity with the technical requirements and standards adopted, coordination with Abu Dhabi Sports Council and obtainment of its necessary approval shall be done two months before the date of organisation or holding of any sporting event in the Emirate.

We value your efforts and thank you for your cooperation

For your necessary action

May Allah guide you

Saeed Eid Al-Ghafli
Chairman of the Executive Office

Date: 7/4/2016

For enquiries, please contact the Department of Marketing and Communication at Abu Dhabi Sports Council on Tel: 024088995 or via email: events@adsc.abudhabi.ae

Circular No. (9) of 2016
Concerning the Formation of the Service Improvement
and Development Team at the Governmental Entities

To all governmental entities and companies in the Emirate of Abu Dhabi*

Peace and Allah's mercy and blessings be upon you,

The Executive Council is pleased to greet you and to extend its sincere gratitude for your continuous cooperation to realise the common interest.

In order to achieve the objectives of the strategic vision of the government of Abu Dhabi and to raise the level of governmental performance in the Emirate, the following shall be observed:

1. Forming an internal team at your entity for service improvement and development and determining two coordinators to handle communication with the General Secretariat of the Executive Council in conformity with the attached conditions, provided that quarterly reports are submitted on the work progress.
2. Simplifying the procedures and reducing the time needed for the delivery of services.
3. Working on the digital transformation of the services which are transformable and activating the same in the digital channels by (100%) within one year from the date of issuance of this Circular.

4. Working on delivering (80%) of the overall transactions through digital channels by the end of year 2017.

We value your efforts and thank you for your cooperation

For your necessary action

May Allah guide you

Saeed Eid Al-Ghafli
Chairman of the Executive Office

Date: 12/4/2016

For enquiries, please contact the Office of Abu Dhabi Excellence Program (ADEP) at the General Secretariat of the Executive Council on Tel: 026688707 or via email: servicesADEP@ECOUNCIL.AE

Attachment:

- The Service Improvement and Development Team and Conditions for Choosing a Coordinator.

The provisions of this Circular shall be applied to the governmental entities and companies indicated in the attached table.

The Service Improvement and Development Team and Conditions for Choosing a Coordinator

First – Formation of the Governmental Service Development Team:

The team shall be formed under the chairmanship of the Director-General of the entity or the like and the membership of at least the representatives of the following units:

- Customer Service.
- Human Resources.
- Strategy.
- Financial Affairs.
- Legal Affairs.
- Information Systems.
- Media and Communication Office.
- Digital Transformation Leadership Team.

Functions of the Team:

- The focal point of contact for the improvement and development of services.
- Following up the digital transformation of services and working on the development thereof.
- Simplifying the procedures and reducing the time needed for delivering the services.
- Developing and following up the governmental services performance indicators and submitting suggestions to improve performance.

- Following up the governmental services reports submitted by the General Secretariat of the Executive Council (Mystery Shopper and other)
- Following up the implementation of the guidelines of the governmental services and updating the self-assessment tools thereof (Customer Service Guide and other)
- Studying the internal challenges and laying down service improvement plans, and submitting completion reports to the General Secretariat of the Executive Council.
- Studying the challenges shared with the strategic entities and partners and submitting completion reports to the General Secretariat of the Executive Council.
- Laying down media plans to raise awareness, providing customers with the required information, and consolidating the same in all available channels.
- Following up the building of capabilities of customer service employees and laying down improvement and development plans accordingly.
- Working within the frame of an approach supporting and benefiting from the creativity and innovative ideas in both the governmental and private sectors in order to improve the customer experience and rationalise expenses.
- Following up the requests of the General Secretariat of the Executive Council.

Second: Conditions to be met by a Coordinator:

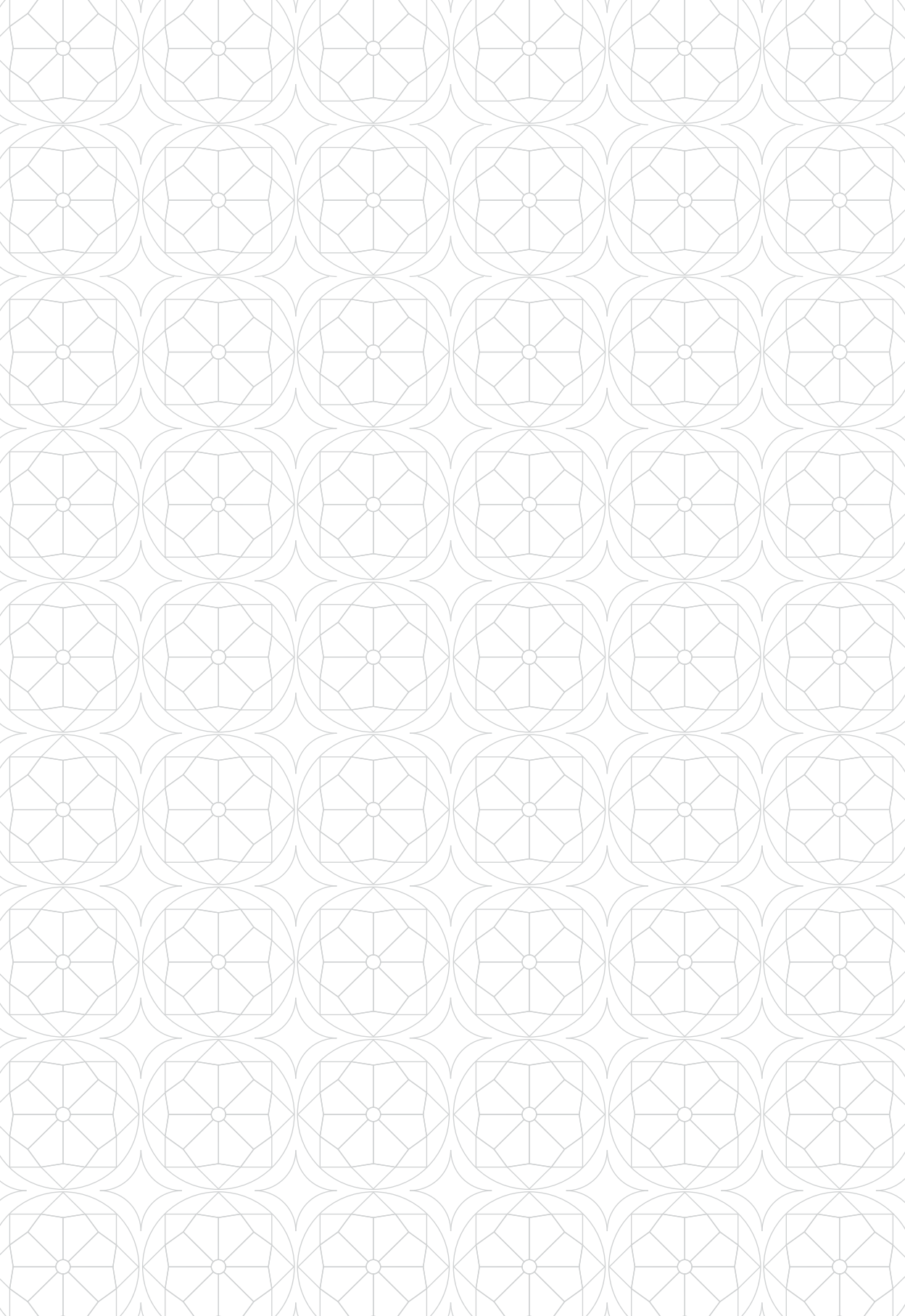
The Coordinator shall meet the following conditions:

- To be a UAE National.
- To have the ability to positively influence others, conduct effective communication and have the ability to work in a team.
- To have the ability to influence decision-making, to lead and make the change.
- To have a high degree of dynamism and the capability of introducing creative ideas.
- Self-preparation and institutional empowerment to obtain any necessary detailed information regarding any aspects of performance excellence of the governmental entity.
- To be dedicated for work and make sure to complete it.
- To have the skills of project management in dealing with the assessment initiative.
- To follow up after receipt of the various feedback reports.
- To be familiar with the continuous improvement strategies and best practices.
- To be familiar with the evaluation process as well as the services and functions (of the government entity) in all its aspects such as the processes and procedures and others.
- To be familiar with the digital transformation of services.
- To be familiar with the performance improvement programs, projects, and initiatives.

Circular concerning the Formation of the Service Improvement and Development Team at the Governmental Entities

1. Directorate General of Civil Defence - Abu Dhabi
2. General Directorate of Residency and Foreigners Affairs
3. National Health Insurance Company - Insurance
4. Abu Dhabi Police GHQ
5. National Rehabilitation Centre (NRC) - Abudhabi
6. Higher Corporation for Specialized Economic Zones
7. Abu Dhabi Food Control Authority
8. Zayed House for Islamic Culture
9. Dar Zayed for Family Care
10. Department of Economic Development
11. Department of Municipal Affairs
12. Abu Dhabi Judicial Department
13. Department of Finance
14. Department of Transport
15. Al Ain Distribution Company(AADC)
16. Abu Dhabi Sewerage Services Company
17. Abu Dhabi Media Company
18. Abu Dhabi Distribution Company(ADDC)
19. Abu Dhabi Health Service Company(SEHA)
20. Abu Dhabi National Exhibition Company
21. Abu Dhabi Ports Company
22. Khalifa Fund for Enterprise Development
23. Abu Dhabi Retirement Pensions and Benefits Fund

Secretary - General Resolutions



Secretary-General's Resolution No. (11) of 2016 Concerning the Leave of H.E. Director-General of Abu Dhabi Education Council

The Secretary-General of the Executive Council,

Having reviewed:

- Law No. (1) of 1974 concerning the reorganisation of the Governmental Body in the Emirate of Abu Dhabi and its amendments;
- Amiri Decree No. (2) of 2016 concerning the reformation of the Executive Council of the Emirate of Abu Dhabi; and
- Based on the approval of the Chairman of the Executive Council,

The following was decided:

Article (1)

The Executive Director of the Private Schools and Quality Assurance Sector at Abu Dhabi Education Council, H.E. Hamad Ali Mohammed Al Dhaheri, shall assume the functions of the Director-General of Abu Dhabi Education Council, H.E. Dr. Ali Rashed Al Nuaimi, during the period of his leave as follows:

- From 6/4/2016 until 7/4/2016
- From 10/4/2016 until 11/4/2016

Article (2)

This Resolution shall be effective from the date of its issuance.

Dr. Ahmed Mubarak Al Mazrouie
Secretary-General

Issued in Abu Dhabi

On: 6 April 2016

Corresponding to: 28 Jumada Al-Akhar 1437 Hijri

United Arab Emirates
The Emirate Of Abu Dhabi
Issued By The General Secretariat of the Executive Council
of the Emirate Of Abu Dhabi
The Legal Affairs Office
Abu Dhabi - P.O.Box:19
Tel:+97126688446 Fax:+97126688940

الجريدة الرسمية

The Official Gazette

The Fourth Edition - The Forty Fifth Year

30 April 2016

ص.ب. 19 أبوظبي، الإمارات العربية المتحدة
P O Box 19 Abu Dhabi, United Arab Emirates T +971 (0)2 668 8888 www.ecouncil.ae