



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

REPORT ON THE MAIN FINDINGS AND RECOMMENDATIONS OF THE DIGITAL PARTICIPATION

DEVELOPING THE SMART CONNECTIVITY SYSTEM BETWEEN THE MOEI & GOVERNMENTAL & SEMI-GOVERNMENTL AGENCIES WHO BENEFIT FROM THE DISTANCE SETTING SERVICE

2024

Version number (1)

1. Introduction

Participation title	Developing the smart connectivity system between the MOEI and governmental and semi-governmental agencies who benefit from the distance setting service.
Participation type	Consultation
Brief description	Upon reviewing all the public opinions and proposals, the Ministry will focus on developing a smart integration system for joint operations between the executive authorities and the Ministry on the federal government platform by unifying the e-platform, re-engineering the processes and automating the procedures among participating organizations to achieve seamless integration, reduce redundancies, enhance government efficiency, cut costs, shift towards paperless operations and improve data quality while minimizing human intervention.
Participation objective	Through the advisory, the Ministry of Energy and Infrastructure aims to monitor all public feedback about the smart services system and the electronic link between the Ministry of Energy and Infrastructure and the entities benefiting from the distance determination service (which is a government service provided to employees to prove the distance between their work centers and their residence or between the spouse's work centers), in order to facilitate this service to customers and improve the quality of operations provided to the public.
Target audience	General
Responsible entity	Ministry of Energy and Infrastructure
Start date	08/04/2024
End date	31/07/2024

Participation duration	[22 days / 3 months]
Languages used	[Arabic / English]
Marketing channels	[Social Media / Ministry Website / Email]

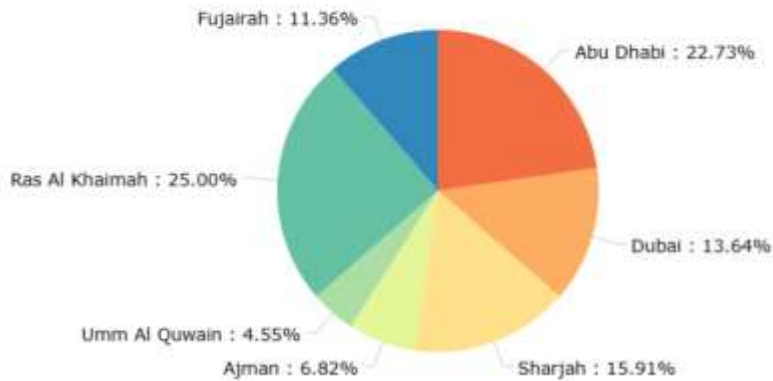
2. Participations Overview

Number of participants	46
Number of comments	12

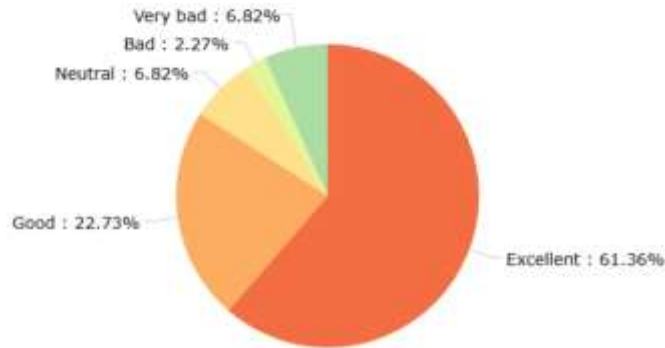
3. Results Overview

The opinions and suggestions of the public regarding the development of the smart integration system between the Ministry of Energy and Infrastructure and the governmental and semi-governmental entities benefiting from the distance determination service were collected and analyzed. The results showed a positive response from the participants, who expressed strong support for the idea of improving and simplifying government procedures through integration between the relevant entities.

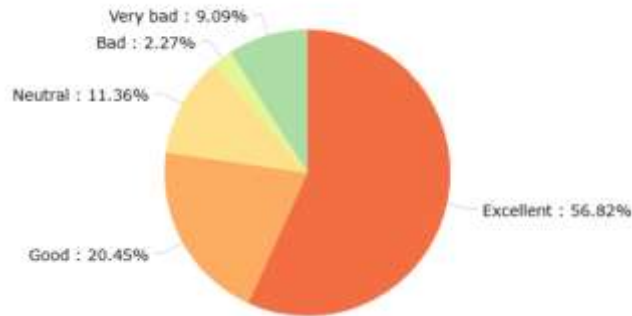
A total of 46 participants from various Emirates of the country took part in this digital consultation. The data shows that Ras Al Khaimah had the highest participation rate at 25%, followed by Abu Dhabi at 22.73%.



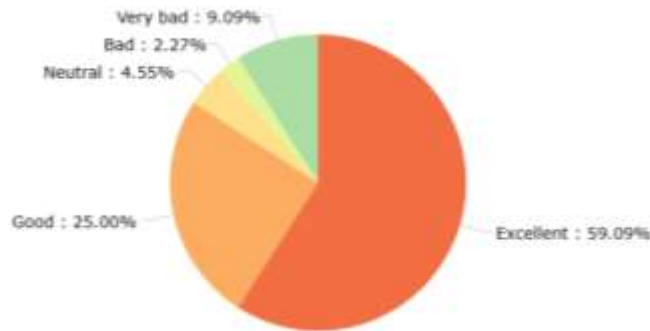
Regarding the accessibility and submission process for the distance determination service, more than 83% of participants rated the submission process as easy and straightforward, considering it more than good.



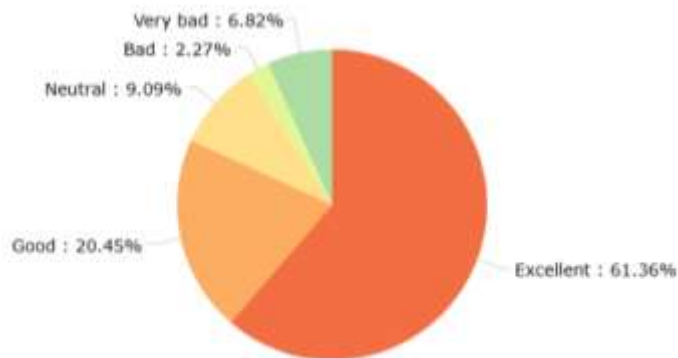
Participants also noted that the data and requirements for the service were clear and well-presented on the service submission pages, with 56.82% rating the service as excellent and clear, while 20.45% rated it as good.



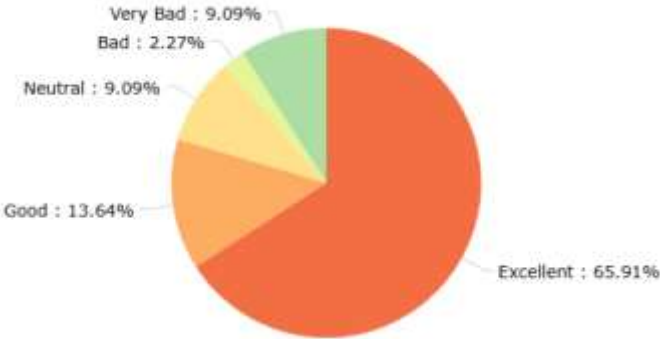
Regarding the speed of the distance determination service, 59.09% of participants rated it as excellent, while 25% considered the speed to be good.



As for the distance determination certificate, participants rated the speed of receiving the certificate as excellent, with 61.36% giving it this rating, while 20.45% rated the speed of receipt as good.



Finally, participants rated the clarity and accuracy of the distance determination certificate data as excellent or good, with percentages ranging between 65.91% and 13.64%.



4. Decisions Made

Based on the results of the digital consultation and the analysis of participant opinions, a set of decisions was made, which included:

- Simplifying government procedures: It was emphasized that procedures need to be simplified to make it easier for citizens and beneficiaries to access government services more quickly and efficiently.
- Improving coordination between entities: Efforts were made to enhance cooperation and integration between various government entities, with the aim of standardizing electronic platforms and facilitating effective information exchange.
- Increasing transparency and clarity of data: The clarity of data and requirements for distance determination services was improved to streamline the submission process and provide accurate information to beneficiaries.
- Improving the speed of issuing certificates and services: Focus was placed on accelerating the procedures related to issuing government certificates, in order to reduce the time required to complete transactions.

5. Resources

