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| Contribution by the United Arab Emirates | |
| THE UNITED ARAB EMIRATES’ STRATEGIC APPROACH: ZERO GOVERNMENT BUREAUCRACY PROGRAM | |
| **Purpose**  The UAE’s Zero Government Bureaucracy (ZGB) Program aligns with the ITU’s strategic objectives of promoting efficient and innovative digital transformation, enhancing universal connectivity, and fostering sustainable ICT development. In that light, this contribution presents the UAE’s ZGB Program which can serve as a model in drafting the ITU’s new Strategic and Financial Plans by setting some guiding principles on reducing bureaucratic barriers, enhancing operational efficiency, and encouraging collaboration across sectors.  This contribution invites the CWG-SFP to consider integrating elements of the ZGB Program in shaping the ITU’s strategic and financial framework for the years 2028-2031.  **Action required**  The Council Working Group on financial and human resources is invited to **consider** this document.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **References**  [*Council Resolution 1428*](https://www.itu.int/md/S24-CL-C-0139/en) | |

## ****Introduction****:

Since its establishment in 1865, the ITU has played a central role as a UN agency, and as the ITU’s mandates expanded significantly over the decades, so did its governance structures and internal processes. However, like many other UN Organizations, the ITU continues to face challenges related to bureaucratic procedures causing delays in decision-making and the implementation of initiatives.

In the current digital era where rapid adaptation is critical, there is an increasing need to streamline operational processes to ensure agility and responsiveness. In that light, the UAE presents its national **Zero Government Bureaucracy (ZGB) Program** directly addressing these challenges, offering a proven model for reducing organizational bureaucratic hurdles, improving service delivery, and fostering innovation through the integration of emerging technologies.

## The ****Zero Government Bureaucracy (ZGB) Program:****

In 2023, The UAE launched a national action plan called the “Zero Government Bureaucracy (ZGB) Programme”, an initiative aimed at overhauling existing organizational work structures to achieve effective result-based delivery.

The Programme seeks to eliminate redundant organizational procedures and requirements, significantly simplifying the administrative process. It is also set to develop simpler, quicker and more efficient organizational procedures by focusing on the consolidation of similar procedures, the removal of superfluous steps, automating routine procedures and the acceleration of service delivery.

In the UAE Governments, The ZGB Program has already led to the elimination of over 2,000 unnecessary procedures and reduced service delivery times by 50%, thus significantly improving efficiency and public satisfaction. By incorporating similar strategies into the ITU's framework, particularly in the drafting of the next Strategic Plan, the ITU may benefit from the model, which encourages optimizing internal governance, and in turn enhance its ability to meet its strategic objectives.

## Scope of application of the programme

### Services

Improving consistency and clarity of service delivery and the channel of service delivery. The application of this scope calls for reducing the steps required to request a service through the Organization’s channel.

### Conditions and Requirements

Simplifying and reducing the conditions and requirements that customers must adhere to, in line with international standards and practices, whether within a single entity or in services requiring collaboration between multiple entities.

### Operations

Optimising internal workflows by automating routine tasks, identifying inefficiencies and consolidating redundant steps to ensure efficient delivery.

## ****Proposal****:

Based on the program’s key pillars: eliminating unnecessary bureaucracy, streamlining processes, and integrating digital innovations, the UAE proposes the following measures the ITU can consider to enhance its ability to achieve its strategic objectives. This can be achieved by incorporating on the following:

### ****Enhance Channel of Service delivery****

The Channel of delivery for the ITU services is its main website, which currently requires the user to click through multiple screens or pages to complete a service. This typically reflects a complex or poorly designed workflow, which leads to longer time. The ITU may start implementing this model on its main website making it more efficient and optimised.

### ****Eliminate Redundant Processes****

Considering that the ITU works across multiple sectors and Member States, analysing and studying the existing cross-sectoral procedures and eliminate redundant processes would be a crucial requirement. The ITU could map out its procedures across the sectors, particularly processes such as cross-sectorial reporting frameworks, project approvals and reporting frameworks.

### ****Incorporate innovation in Service Delivery****

The ITU, as a global leader in telecommunications, must model the adoption of innovative digital technologies to streamline its service delivery across all 3 sectors.

### ****Real-time Feedback and Monitoring****

Real-time monitoring of implementation will help the sectors identify bottlenecks and inefficiencies in project deliveries. The ITU could implement similar feedback loops, both internally and externally (e.g., between ITU and Member States), to monitor the effectiveness of its strategic initiatives, and adjust in real time.

### ****Sharing knowledge and experience****

Establishing a global knowledge-sharing platform focused on zero bureaucracy in the ITU. This platform would enable the ITU membership to exchange best practices, innovative solutions, and case studies on reducing administrative burdens and enhancing digital service delivery. By fostering collaboration and standardizing effective approaches, the ITU can support its membership in accelerating their digital transformation journeys and improving organizational efficiency worldwide.

## ****Expected Outcomes and Benefits****:

### ****Cost Reduction through Simplified Processes****

Streamlining governance structures, reducing time spent on bureaucratic approval cycles, and automating services can **reduce overhead costs,** helping the ITU optimize its financial resources and ensuring that more funds are directed toward the strategic initiatives.

### ****Incorporating Data-Driven Decision Making****:

With data-driven insights, the organization would enhance its ability to identify which areas are facing delays or inefficiencies, the organization can adjust resources or timelines in real time, ensuring that its strategy remains flexible and responsive to emerging global ICT needs.

### ****Conclusion****:

The UAE’s Zero Government Bureaucracy Program presents encourages reducing inefficiencies and promoting innovation in government services. The ITU is therefore encouraged to incorporate these principles into its Strategic and Financial Plans to support the work of the CWG SFP.

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