

# Amer provides visas on wheels

Officials conduct transactions at customers' convenience for nominal fees.

- By Bassma Al Jandaly, Senior Reporter
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Dubai: The General Directorate of Residency and Foreigners Affairs in Dubai has introduced Amer mobile service taking visa transactions to residents' doorsteps.

Major General Mohammad Ahmad Al Merri, Director General of the General Directorate of Residency and Foreigners Affairs in Dubai, said on Sunday the new facility takes the services to the public.

Major General Al Merri said the service launched recently finalised 50 transactions last week.

He said the service was launched by the residency department in order to make it easier for the public and to complete their transactions in a short time.

"The service is open for individuals and companies regardless of their location inside Dubai," he said.

Major General Al Merri said customer satisfaction tops the agenda of the residency department staff in Dubai.

"We are looking to introduce the best kind of e-services to the public and our staff are well trained to serve the customers with accuracy and professionalism in record time," he said.

He said the residency department is following the strategy of Dubai government and of His Highness Shaikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, and the directives of Lt General Shaikh Saif Bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior.

## **Excellence**

Major General Al Merri said the project is considered an achievement in delivering services to the public. He said the mobile office is equipped with latest technologies to handle any transaction.

Maj Gen Al Merri said the project aims at connecting the General Directorate of Residency and Foreigners Affairs with the clients.

He said Amer mobile service works from 8am to 8pm. The staff of the Amer service will visit members of public who wish to use this service.

"This service is done for public with nominal fees," he said. "The project aims to develop and improve e-services at Dubai residency department and to keep up with the latest developments in the field of electronic technology," he said.

Col Yousuf Al Merri, Assistant Director for residency and entry permits, said Amer provides all advanced services of the department.

**Phone number: Toll-free access**

Lieutenant Colonel Khalid Nasser Al Razzuqi, Assistant Director for Electronic Services, said Amer mobile service is now accessible to individuals, corporations and government departments, and the service request can be placed by calling toll-free number is 800 5111. The service will be delivered at customers' premises.

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