



الإمارات العربية المتحدة - حكومة الشارقة

بلدية مدينة الشارقة

United Arab Emirates - Sharjah Government

SHARJAH CITY MUNICIPALITY

Sharjah City Municipality

— Agenda —

Introduction

Vision, mission and strategic directions

The main tasks and duties of Sharjah City Municipality

Sustainable infrastructure

Public Health & Laboratories sector and Customer Services Sector

Digital transformation (integrated government system)

International Accreditations



Introduction

Sharjah City Municipality is one of the oldest municipalities in the region, as its establishment dates back to 1927. Nevertheless, the modern structure of the municipality as a diversified service body was initiated in 1971 when the municipal law was issued in the Emirate of Sharjah defining its competencies and scope of services.

The services and activities of Sharjah Municipality are widely varied and diversified. They are linked to many services provided by other government departments and institutions. The municipality also plays a key role in the implementation of service projects in the emirate of Sharjah.

The municipality's services and activities cover many areas, such as agriculture, sanitation and environment services, engineering and construction, public health and laboratories, parking regulation, rental regulation, control and inspection, among many other services.





Vision

A pioneering municipality in sustainability and quality of life



Mission

Organizing and supervising the activities of the municipality in the city of Sharjah and providing an integrated innovative services system that exceeds the expectations of stakeholders, supported by specialized cadres, an advanced digital infrastructure and quality partnerships that ensure the highest levels of readiness and flexibility





Strategic Directions

Enhancing the leadership and competitiveness of the city of Sharjah at the international level

Improving the elements and pillars of quality of life in accordance with the leading standards of living

Promote integration, flexibility and innovation in the municipality's business model.

Consolidation of leading sustainability practices in the areas of municipal work.

Ensure the availability of key capabilities to sustain growth and institutional development



The main tasks and duties of Sharjah City Municipality

Sectors of Sharjah City Municipality

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- General Director Sector
- Agriculture and Environment Sector
- Public Health and Central Laboratories Sector
- Engineering and Building Sector
- Customer Service Sector
- Corporate Support Sector

The main tasks and duties of Sharjah City Municipality

Qualification and
registration of
contractors and
consultants

Issuance of
building
permits and
other
engineering
services

Implementatio
n of health
education and
environmental
awareness
programs

Food and health
control

Managing
sewage
treatment plants
and networks

Documentation
of rental
contracts and
settlement of
rental disputes

Providing
veterinary
services

Greening and
periodic
maintenance of
gardens.

Organizing
public parking

Leveling roads
and squares

Sustainable infrastructure

Agriculture and Horticulture

The area of green spaces in the city (~
21 million square meter)

The number of gardens (71)



Sustainable infrastructure

Drainage & Irrigation

The amount of treated wastewater in 2021 =
~ 71 million cubic meter

Total length of irrigation lines in the city of
Sharjah = ~ 1 million meters



Parking lots, roads and squares

Number of parking spaces subject to fees in
the city of Sharjah = ~ 54,000

The total area of the burial, levelling and
maintenance works = ~ 4 million square meters



Sustainable infrastructure

Engineering and Construction

Number of engineering drawings approval certificates = $\sim 3,000$

Total contract value for all engineering orders entered = ~ 22 Billion AED



Public Health & Laboratories Sector



Sharjah City Municipality pays great attention to the health of community members, food safety and environmental protection, and makes unremitting efforts to improve the elements and pillars of quality of life according to the highest standards of living, by enhancing the quality and sustainability of the public health of the community of Sharjah, ensuring the highest levels of environmental and occupational safety, and developing and creating public facilities that supports the quality of life of the community.

~ 100,000

Number of occupational
health certificates
issued 2021

~ 62,000

The number of
inspection and control
visits at the level of
Sharjah City in 2021

~ 730

Number of
establishments that
passed the audit of the
good health practice
system in 2021

Customers Service Sector

The customer service sector is specialized in approving lease contracts, organizing public parking in the city of Sharjah, providing public services to residents, investors and government departments, including levelling roads and squares, and maintaining municipal buildings. In addition to, monitoring the general appearance, maintaining the beauty of the city, and applying security measures in cooperation with the competent authorities.



~ 6,000

Inspection visits in 2021 was implemented within the campaign to monitor the cleanliness of the buildings and their maintenance.

~ 7,500

The number of inspection visits to the areas designated for families.



Digital
transformation
(integrated
government system)



139

The number of
electronic and
smart services



Sharjah Municipality has taken great strides in implementing its strategy towards a comprehensive digital transformation of all its services and work procedures in order to keep pace with the rapid technological development in information and smart systems worldwide, and to Meet the aspirations of customers to obtain the highest services according to the International standards under the umbrella of Sharjah Government.

Highlights of the new main digital services

**Inquiry about rental
indicators via an interactive
map**

**Inquiry service about the
project implementation file
for a building under
construction.**

International Accreditations

Sharjah Municipality continued to strive to develop its work system by fulfilling the requirements of comprehensive quality and applying the highest international standards in its various fields of work, thus enhancing confidence in the results and outputs issued by its organizational units.

Business
continuity -
ISO 22301

Quality
management
systems -
ISO
9001:2015 -

Quality
management
(Customer
satisfaction)
ISO
10002:2018 -

UKAS
Accreditation
Certificate for
Food
Laboratory

Occupational
health and
safety –

ISO
45001:2018



Thank you



— Inquiries and Discussions —