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الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

ICAO MID Safety Summit

2026



Aviation Agility and Readiness

2019

Government for Business (G4B)

Partners with industry to co-create solutions that enable business success – economical driven.

2023–2024

Zero Government Bureaucracy (ZGB)

Simplifies how government works: fewer procedures, shorter timelines, no duplicate requirements.

2025 - 2026

AI-enabled services

Anticipating needs;
AI-enabled delivery

Three Phases of Zero Government Bureaucracy



PHASE 1 • 2023-2024

Procedure Simplification

- Eliminating unnecessary procedures
- Reducing processing times
- Removing duplicate requirements

PHASE 2 • 2025

Digital Zero Bureaucracy

- Effective AI adoption
- Digital system modernization
- Seamless government service integration

PHASE 3 • 2026

Agentic AI & Shared Data

- Deploying autonomous Agentic AI models
- Cross-government data sharing
- Proactive service delivery



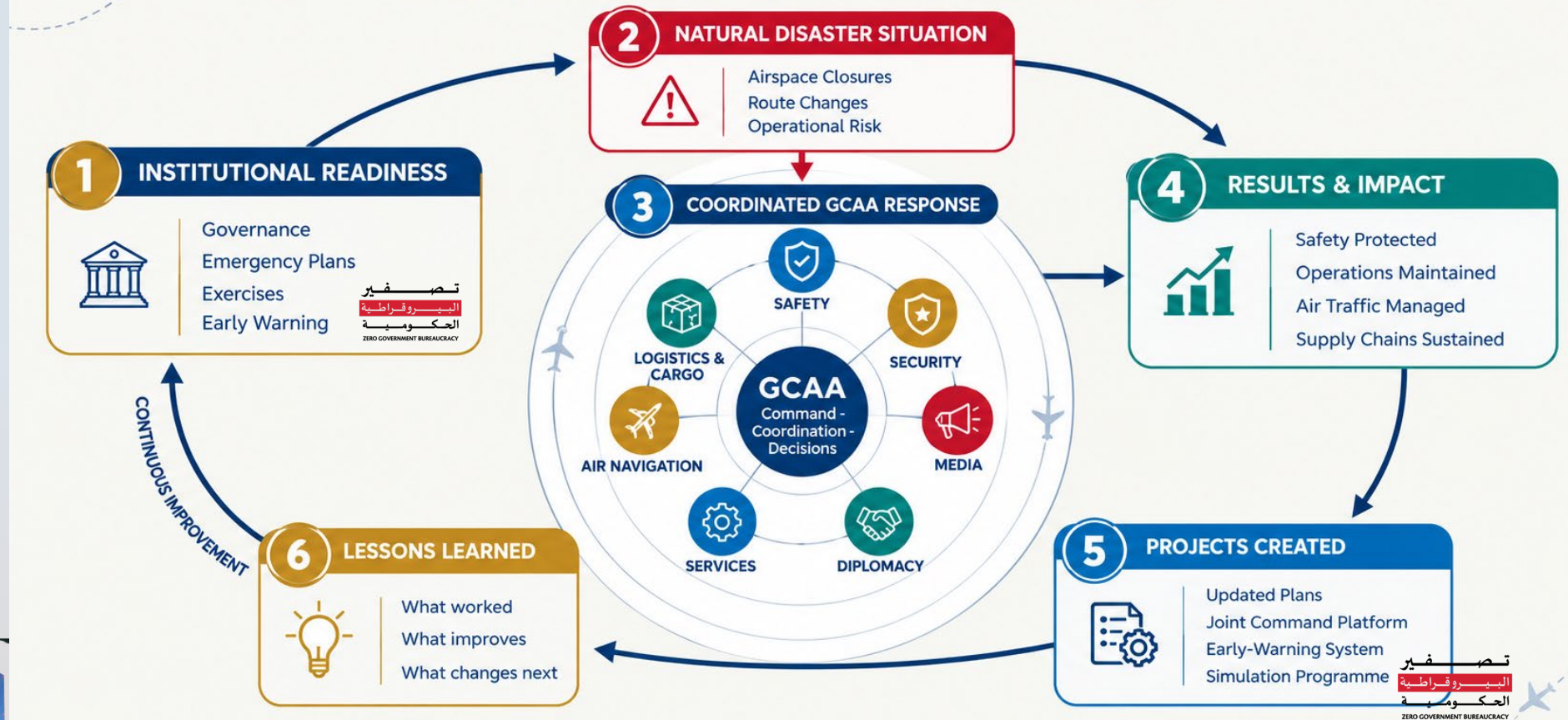
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GCAA CRISIS-RESPONSE ECOSYSTEM

Readiness in place. Coordinated response in action. Resilience strengthened.



EVERY CRISIS BUILDS A STRONGER NATIONAL AVIATION CAPABILITY

Customer Feedback Before and During the crisis

100% Service Continuity and System Readiness



Customer Voice Driving AI Service Enhancement

96%

84%

Complaint Closure Rate during the crisis is 96%

95%

91%

Customers Journey Satisfaction rate during the crisis Increased to 95%

25%

No. of cases Increased 25% during the crisis

The Authority's directions are driven by government direction

1. Agentic Artificial Intelligence
2. Data Sharing and Digital Records
3. Impact on Society and Quality of Life
4. Aviation Sector Business Continuity
5. Employee Empowerment and Motivation
6. Measuring Impact and Promoting Best Practices




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Ten Principles for Redesigning Processes

1. Delegating and outsourcing services within controls
2. Using registration instead of licensing where appropriate
3. Deferring certain requirements to the operating stage
4. Removing unnecessary requirements and burdens
5. Extending license validity and automatic renewal
6. Interconnection and one-time data requests
7. Artificial intelligence in activity execution
8. Single point of contact for shared services
9. Risk-based oversight
10. Fast-track pathways for temporary activities



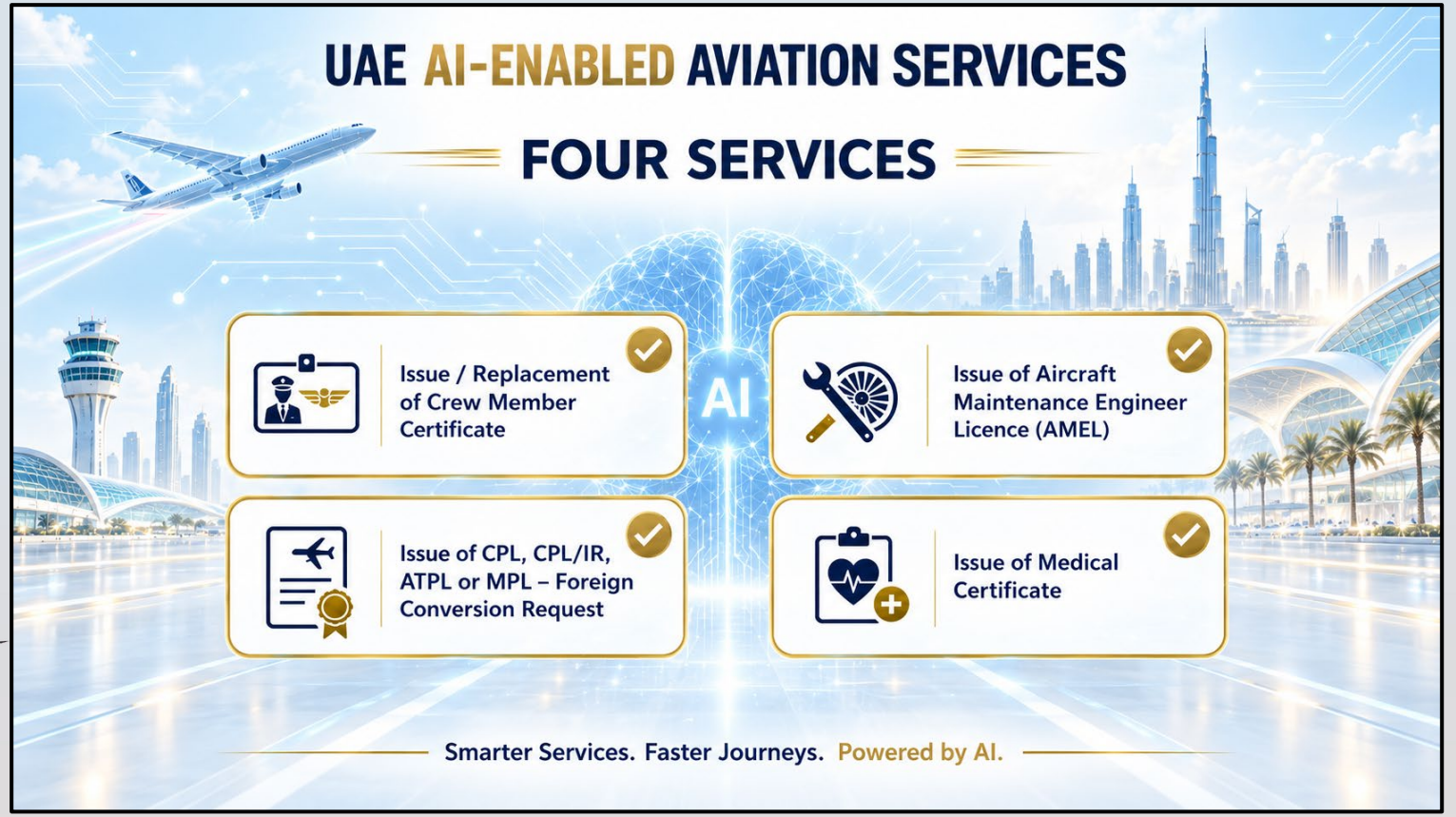


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GCAA's Four AI-Enabled Aviation Services



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UAE GCAA Reduces Domestic Heliport Registration Processing Time from 135 Days to 48 Hours

New regulatory framework replaces certification requirements for domestic heliports with a simplified registration system





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