



Capital Governorate Annual Report 2018





His Royal Highness
Prince Khalifa bin Salman Al Khalifa
The Prime Minister



His Majesty
King Hamad bin Isa Al Khalifa
The King of Bahrain



His Royal Highness
Prince Salman bin Hamad Al Khalifa
The Crown Prince, Deputy Supreme Commander and
First Deputy Prime Minister



Capital Governorate Annual Report 2018

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Strategic Partners



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Capital Governorate would like to thank the Partners and Sponsors for their support and contribution in 2018 to the programmes and activities organized

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The Capital Governorate seeks to promote and develop the services provided to all segments of the community by adopting a number of activities and programs in 2018.

The Capital Governorate is working hard and would spare no effort to enhance its role as the first Governorate to be founded in the kingdom, and holds a special part for being the political and economic capital of the kingdom.

Taking into account this privilege, the capital Governorate's activities have been always diverse in an attempt to reach the desired goals of community service and maintain community security and Public order.





Governor's Message

During the past year, we at the Capital Governorate have continued to accomplish our objectives, thus successfully completing the strategic plan laid out for the period 2014-2018. As a priority, we worked for our citizens and for the betterment of their lives, their environment and their livelihoods. We have always believed that the individual is the pillar of our nation and the source of its strength and latent energy, both in the present and the future. In addition to finding solutions to citizen complaints, our initiatives and projects were focused on improving the infrastructure, solidify community partnership, deepen national pride, preserve and improve the environment and to advance the Governorate's economy as well as social and urban development.

Perhaps, our most notable achievement in the past year was when the World Health Organisation named Umm Al Hassam as Bahrain's first "Healthy City". In line with our strategic plan, we worked closely with the Ministry of Health to launch the "Manama: A Healthy City" program. The initial success gave us motivation to expand the program to all regions of the Governorate. The international accreditation will supplement Bahrain's record of achievements in the fields of health, environment and social and urban development.

We have worked on providing rapid communication to our citizens by affording all means of effective communication. As envisioned, pioneering rapid communication allowed us to provide a better life for our citizens and residents. These efforts were culminated when the Governorate received the Excellency Award for having the fastest response for suggestions and complaints on the Tawasul platform. The Governorate was later honoured for serving its community by His Royal Highness Prince Khalifa bin Salman Al Khalifa, Prime Minister, and His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and First Deputy Prime Minister, during the Third Government Forum 2018.

These awards and achievements reflect the Governorate's factual and statistical accomplishment during the past year. Statistically, we received 768 complaints and requests: an increase by 43% from 2017. This marked rise in complaints and requests reflects our citizens' trust and belief in the role the governate plays to afford their needs. We have also organised and patronised more than 73 programs in different sectors in order to promote community partnership and participation.

Additionally, we have continued to pursue safety and security standards within the areas that fall under the Governorate's jurisdiction. By collaborating with the convened government authorities, the Governorate-imposed safety and security requirements in 160 restaurants in the Manama Souq. We have inspected 27 out of 65 industrial facilities in Mina Salman to make sure safety and security standards were being met. We also continued to work on the squatter buildings project whereby 99% of the buildings planned were improved within 6 years.

Finally, I would like to thank the wise Leadership, the wise Government and His Excellency Lieutenant General Sheikh Rashid bin Abdullah Al Khalifa, Minister of Interior, for his support and guidance which have had a positive impact on the development and performance of the Capital Governate. I would also like to express my deepest gratitude to all our partners and supporters who have contributed to the success of the Governate's programs and to all our members for their efforts in improving the Governorate.

Hisham bin Abdulrahman bin Mohammed Al Khalifa

The Capital Governorate

To be a leading and distinctive Governorate in serving its citizens and residents for a better life and sustainable development.



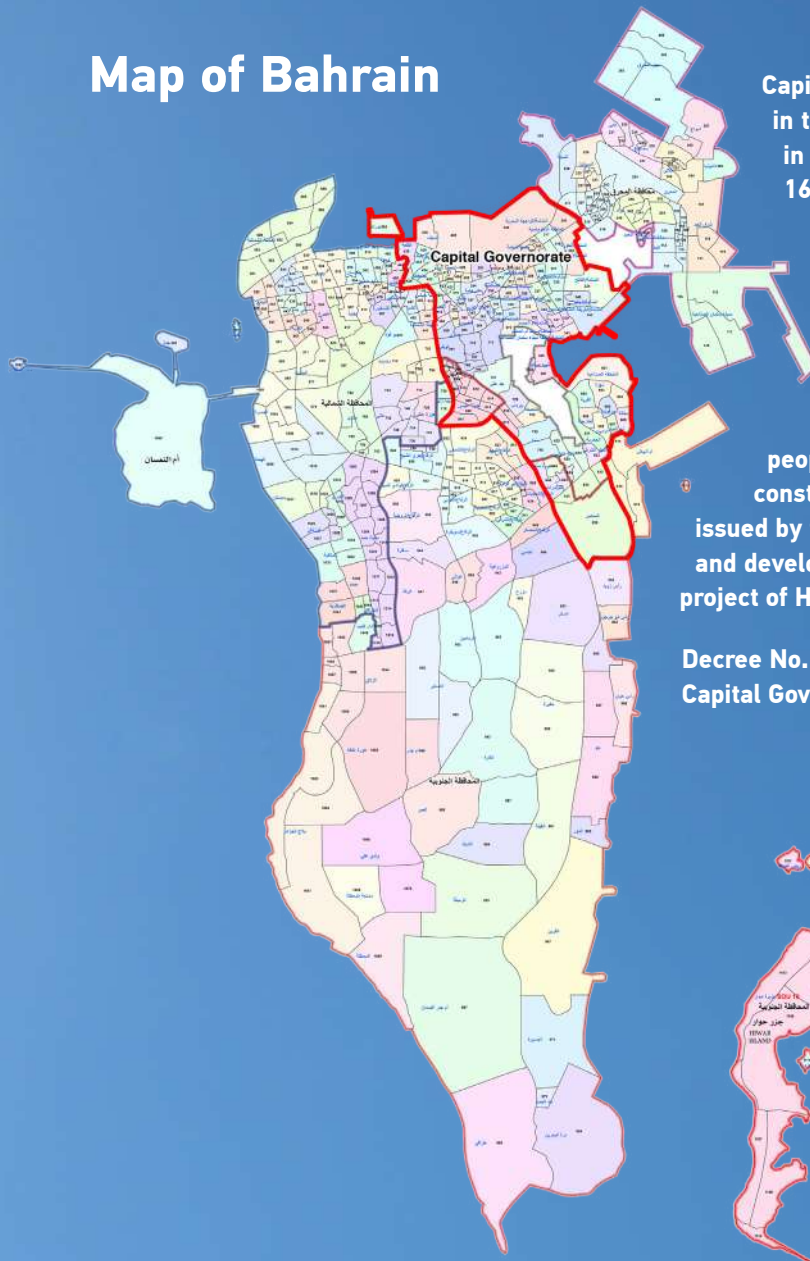




Capital Governorate history



Map of Bahrain



Capital Governorate is the first of the four Governorates in the Kingdom of Bahrain. It was announced in 1997 in accordance with the provisions of Decree Law No. 16 of 1996 on the Governorates regulation, in order to maintain the advancement of the Governorate in all respects, and develop it socially, economically and architecturally.

As a result of activating the basis and principles set out at the National Action Charter, which was approved by the Bahraini people and with the issuance of the amended constitution of 2002, as well as several law decrees issued by the King, the Governorates law has been amended and developed in line with the principles of the great reform project of His Majesty the King.

Decree No. (7) of 1997 appointing the first governor of the Capital Governorate – Shaikh Abdul Aziz bin Abdullah bin Atiyat Allah bin Al Rahman al Khalifa. on May 8, 2002, a Royal Decree No. (16) of 2002 was issued, appointing Shaikh Hamoud bin Abdullah bin Hamad Al Khalifa as the next Capital Governor. He remained in this post for two consecutive terms.

In October 2011, a Royal Decree No. 100 of 2011 was issued, appointing Shaikh Hisham bin Abdul Rahman bin Mohammed Al Khalifa as the governor, and for four consecutive years.



Population

based on 547,983



area

squarekilometers 83,80



Location

The Capital Governorate is located in the North East of the Kingdom of Bahrain. It links the Muharraq Governorate (Island) three causeways and they are: Shaikh Isa, Shaikh Hamad and Shaikh Khalifa bin Salman. It is also linked to Sitra Island with a another causeway.



Vision

To be a leading and distinctive Governorate in serving its citizens and residents for a better life and sustainable development

Mission

To contribute in providing excellent and quality services, developing the society and the economy while maintaining a secure, attractive, and sustainable environment for citizens and residents, through creating effective partnership with all sectors of the society



Values

Cooperation

Quality

Vocational

Transparency

Accountability



Strategic objectives

To achieve the vision and mission of the Capital Governorate, the strategic objectives have been formulated in order to improve the level of services provided to citizens and residents. They are outlined as follows:



Receive complaints from citizens and find appropriate solutions



Raise the level of services and improve the performance of the government



Maintain security and public order



Improve infrastructure



Maintain and improve the environment



Sustainably develop the governorate economically and socially



Consolidation of community partnership and deepen the sense of patriotism



Top Achievements



“ The Capital Governorate wins a distinction award for communication with clients during the the Third Government Forum ”

“ Receiving 768 complaints and requests during the past year with an increase of 43% over 2017 ”

“ The signing of a Friendship Joint Agreement with the Chinese city of Hangzhou ”

“ WHO (World Health Organisation) awards the Capital Governorate the certification of the Healthy City for Um Al Hassam ”

“ Ensuring the compliance to safety and security requirements in 27 industrial buildings in Mina Salman out of 65 in total ”

“ Adjusting the statuses of 1,025 squatter buildings that have been surveyed within a timeframe of 6 years ”

“ The organisation and sponsorship of 73 events and programs in various fields ”

“ Honouring more than 100 volunteers for and collaborators with the Governorate ”

“ The Security Committee holds 17 meetings and concludes 80 recommendations that received a 92.5% response rate ”

“ Completing the incorporation of safety and security requirements in 160 restaurants in the Manama Souq area ”

“ The execution of 21 filed visits to the various towns and villages of the Governorate ”

“ Publishing 250 various press materials to inform the people of the roles and goals of the Governorate ”

“ The Capital Governorate received the international certification for a quality management system, ISO 9001:2015 ”

Organizational Structure



**Excellency Shaikh
Hisham bin Abdulrahman bin Mohammed Al Khalifa**
Capital Governor



Excellency Hassan Abdullah Al Madani
Deputy Governor





Excellency Shaikh Isa bin Ali Al Khalifa
Social Programmes and Society Affairs Director



Jameel Hasan Al Ruwaie
Engineering Services and Investment Director



Salah Abdullah Buzaid AlDoseri
Information and Follow-up Director



Hessa Jassim Al Ahmed
Human Resources and Finance Director

Chapter One

Development Supervision and Communication with Citizens

The Capital Governorate has paid special attention to tracking governmental services provided to citizens and residents, and has endeavoured to activate integral communication channels with the community





Introduction:

“ The Capital Governorate has paid special attention to tracking governmental services provided to citizens and residents, as part of realising its mission which asserts the contribution in supervising public policies and developmental planning that support stability and social security, in addition to following up on the execution by various agencies in implementing public services to promote and preserve social partnership, deepen national commitment, and enhance national unity.

In order to achieve this, the Governorate has relied on the most important channels of communication with citizens and residents to help convey their needs and demands to officials from various government agencies. Thus, fulfilling its goal in coordinating with all stakeholders to ensure the provision of integrated services to citizens, and to therefore, avoid any issues that might hinder the integrated framework, which comprises all government agencies, nationwide.

The following is a showcase of a number of vital projects and programs that have been implemented and those that have left a great impact and thereby, illustrating the above mentioned efforts: ”

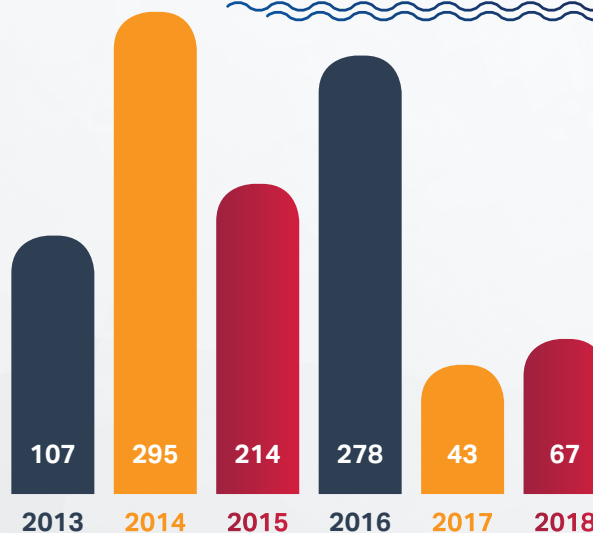
1. Squatter Areas:

The field work team assigned to surveying squatter areas was able to modify and eliminate 67 building violations, making the grand total of buildings now incorporated with safety and security requirements 1,025 out of 1030 buildings, since the launch of the project in 2013. That is, 99% of the aggregate of squatter buildings have been modified by the committee which ensured their adherence to the required standards and criteria for appropriate housing. While the remaining 5 buildings are still underway, the committee continues to follow up on the various buildings within the Governorate to ensure their compliance with safety and security standards.

Statistics between 2018 and the previous year show an increase in the number of squatter buildings that have been amended, which was the result of intensifying the team's efforts to complete the amendments on buildings with observed violations as soon as possible, especially considering the threat they posed to the safety of the inhabitants of the buildings themselves, as well as adjacent buildings and passers-by.



Growth rate of houses modified during the years 2013-2018



2. Ensuring Safety Requirements in Restaurants:

The inspection committee investigated restaurants in the old Manama Souq area which is part of the Capital Governorate, and incorporated security and safety requirements for 160 restaurants; this was done in collaboration with the Capital Secretariat, the General Directorate of Civil Defence, the Ministry of Health, and the Electricity and Water Authority.

The committee worked within a structured plan, highlighting certain aspects such as identifying the restaurants, ensuring hygiene standards are met, and checking for fire and safety requirements, which included having fire extinguishers on-site. Moreover, the Governorate placed safety posters on the facades of the shops which were printed to include several languages that explained the safety measures needed to be taken in case of fire to avoid it spreading to stores nearby.

The committee then outlined the penalties charged to each of the identified restaurants and notified them of the urgency to take the necessary measures



and appropriate action needed to rectify and upgrade their safety and security standing, whilst taking legal measures against those who refused to take action, as to ensure a safe and risk-free environment for the restaurant owners and visitors of the Souq.

3. Ensuring Safety Requirements in Factories:



The Capital Governorate has launched a campaign to ensure that security and safety standards are met in the industrial facilities and warehouses in Mina Salman, and this was done in cooperation with the respective authorities. The campaign aims to achieve the common objectives of the Governorate and other participating parties, which are to lower the risks of hazards through supervision, awareness, and guidance, in addition to ensuring that preventive measures are followed in the event of fire, as well as creating a secure, risk-free environment.

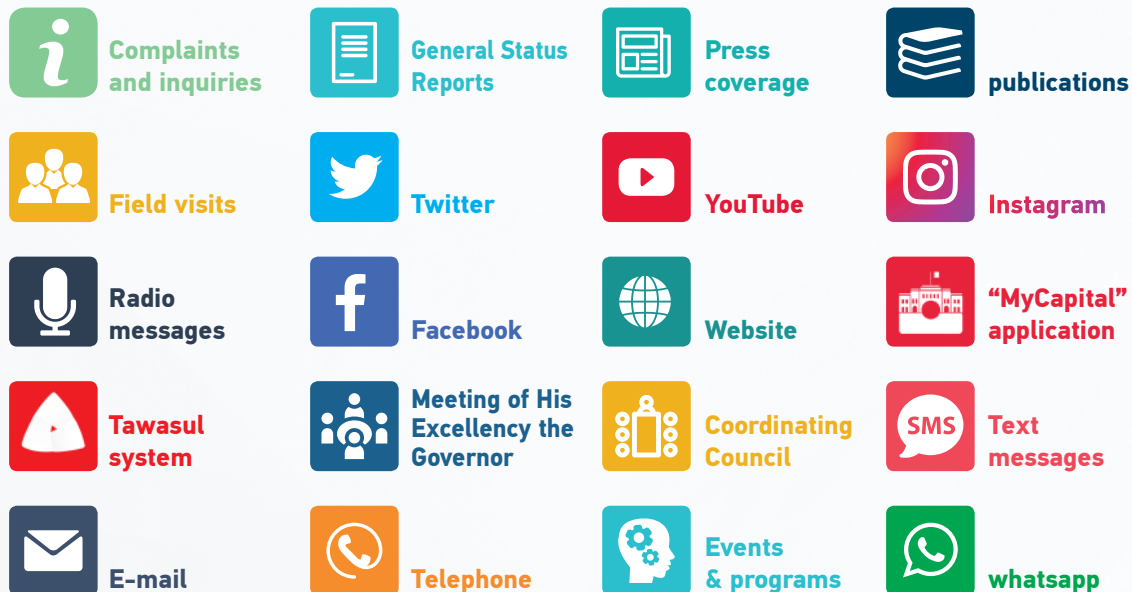
The joint team surveyed Mina Salman industrial zone, and out of a total of 65 licensed and unlicensed factories, they were able to incorporate safety and security measures set by the Civil Defence to 27 factories since the beginning of the campaign in May 2018. The team's efforts this year will be to continue the same work for the remaining factories.

4. Inspection Campaign on Swimming Pools:

In cooperation with the respective authorities, the Capital Governorate continued its campaign to inspect swimming pools. This campaign aimed to raise the awareness of hotel and resort owners around the importance of complying to the safety requirements and preventive measures to drowning, in addition to ensuring that all the necessary safety equipment is in place, and that hotel owners are aware of how to deal with emergency situations. By year-end, the commission had completed 60 visits to swimming pools located in the capital, and will continue to work on inspecting as many as possible in next steps.



Communication with Citizens



The Capital Governorate utilises the most important and influential communication channels. The total number of these direct and indirect channels is 20 thus, bringing flexibility to the means of communication between the Governorate, citizens and residents thereby, achieving a high level of diverse communications that meet the varied needs of society.

The Capital Governorate seeks to diversify its channels of communication in order to reach the maximum number possible of citizens and residents, and to ensure that their needs, demands, and issues are being addressed, and to be able to work on finding solutions with the appropriate authorities in order to continue to achieve the desired development goals.

A. Direct Communication Channels

The Capital Governorate has six direct channels of communication: The Governor's Council which is held once a week, His Excellency the Governor's visits, meetings and interviews, in addition to the Governorate's Coordinating Council, and the Complaints and Inquiries Department, as well as general status reports.

1. Visits, Meetings and Interviews with HE the Governor of the Capital:

The total number of meetings, field visits, and events fulfilled by HE the Governor was 389 invitations, comprising 179 interviews held between HE and senior officials, citizens, and residents in the Kingdom, at his office at the

Capital Governorate in Gudaibiya last year. His Excellency also attended 79 events, and held 37 events under his patronage. Finally, 27 field visits to specific towns were conducted and in response to citizen demand for His Excellency.





Areas of Representation of His Excellency the Governor at events during 2018

External Visits to Capital Councils	47
Governorate's Weekly Council	20
Field Visits	27
The Governorate as a Sponsor of Events	37
The Governorate as an Attendee at Events	79
Giving Interviews	179

2. The Weekly Governorate Council Meetings and His Excellency's Visits to the Capital Councils:



The Governorate's Weekly Council was open on 20 occasions last year, during which His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital, welcomed a number of guests, including members of Parliament and Shura Council, state officials, honoraries, dignitaries, businessmen, and a number of citizens and residents; with whom His Excellency reviewed prominent issues and cases brought forward to him, in addition to receiving complaints, requests, and suggestions by citizens in order to evaluate

them and turn them over to appropriate agencies to study their practical applications. All in all fulfilling the role of the Governorate in coordinating between citizens and national service providers.

In order to enhance communications between the Governor and the citizens, and to preserve community communications through the weekly and periodic councils, His Excellency conducted 47 visits to councils distributed across the Capital Governorate this year.



3. The Coordination Council of the Capital Governorate:



The Coordination Council of the Capital Governorate has completed its second cycle for the tenure of 2014 – 2018, whereby the Council has held 3 meetings last year and reviewed 8 reports focused on the most prominent cases and service topics in the Governorate. In addition, a total of 20 recommendations were submitted to respective agencies to look into feasibility and execution in a manner that achieves greater national good and citizen welfare. Seven of these recommendations have been executed, whilst four recommendations remain underway, and a total of nine recommendations have not been implemented.

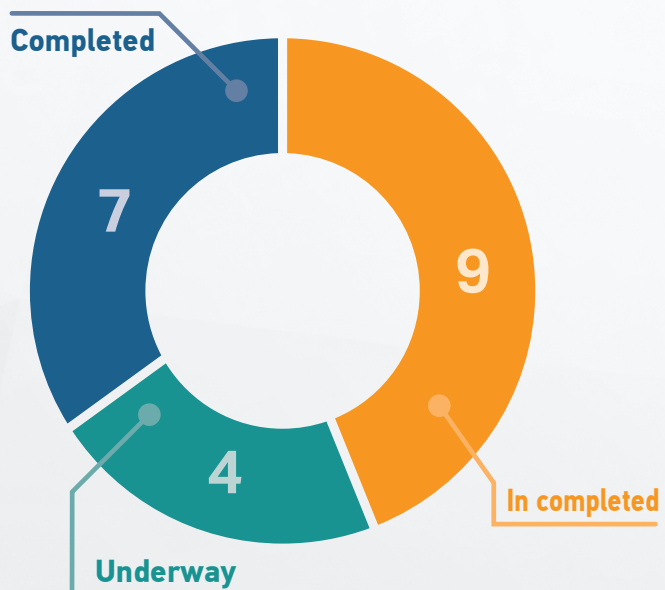
Among the Coordinating Council's most prominent recommendations are:

1. The immediate follow-up on the legal procedures necessary to remove the buildings that are at high risk of collapsing or the closure of abandoned buildings in Jid Ali, as some of these buildings are exploited for illegal practices.
2. Finding solutions for the traffic jams in Juffair.
3. Finding an alternative to the iron barrier adjacent to the shops of Al Najma Sports Club in Juffair that extends along the walkway, and to plant trees in the area close and besides the club to add an aesthetic visual to the project.
4. Studying the requirements of fencing for unused lands and those under construction, taking into consideration the aesthetic aspects of the Capital throughout the fencing process, in addition to determining the quality of the materials used and the colours of the paints, as well as imposing fines on any violators.
5. Studying the proposed parking fees in Bahrain Bay.
6. Developing and maintaining a number of roads in Al-Barhamah.

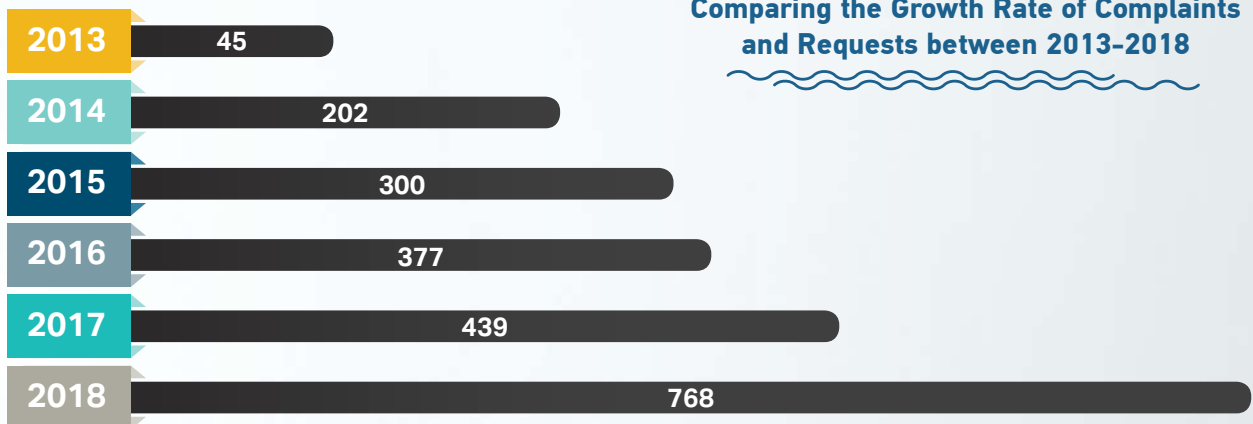
7. Removing unauthorised parking spaces in front of buildings belonging to the Ministry of Housing, in block 815 in Isa Town, as they are being used in contradiction to their purpose (as stores, workshops and temporary housing ...), in addition to their appearance which is uncivilised and their violation of the right for parking of other residents.

8. Opening new entrances and exits to the Sitra Central Market, and transferring the temporary wooden offices to an alternate location, in addition to increasing the number of public parking spaces in the northwestern area of the market, as well as enhancing the green area surrounding the market.

Recommendations Completed, Incomplete, and Underway



4. Complaints and Inquiries:



The Capital Governorate has developed the Information and Complaints Department in order to speed up its effectiveness in receiving the needs and complaints of citizens and residents, and to step closer toward monitoring their opinions and fulfilling their requests, in addition to detecting any shortcomings, identifying their needs, and increasing the level of communication with society. Therefore, contributing to the vision and goals of the Capital Governorate for effective social interaction, the deepening of social bonds, and achieving social partnerships. Overall, pushing toward promoting the spirit of citizenship and enhancing social security, as well as increasing levels of true partnership.

As per a special survey of complaints and requests, the total number shown for 2018 in the Capital

Governorate has increased by 43% in comparison to the previous year, as the total number of complaints and requests in 2018 reached 768 in comparison to 439 in 2017, and in the year prior the number was 377; 300 in 2015; 202 in 2014, and 45 in 2013.

This continuous rise in the number of complaints and requests indicates people's confidence in the services and roles played by the Governorate in order to resolve their problems, and in following up their requests with the responsible agencies in order to fulfil them; which is in line with the Governorate's developing vision to take on major roles in serving the people for a better quality of life and to ensure sustainable development, in addition to contributing to the Governorate's mission to aid in supervising public policies and national development plans.



5. General Status Reports:

In the past year, the Capital Governorate has prepared 12 general status reports detailing social, economic, and safety conditions throughout the Governorate. The purpose of such reports is the close monitoring of the needs of the people and to follow up the cases and issues that are important to them with responsible authorities and agencies. Overall ensuring that such efforts reside on the same development path set forth by our wise Leadership, and to achieve the fulfilment of stability and quality living for the people.



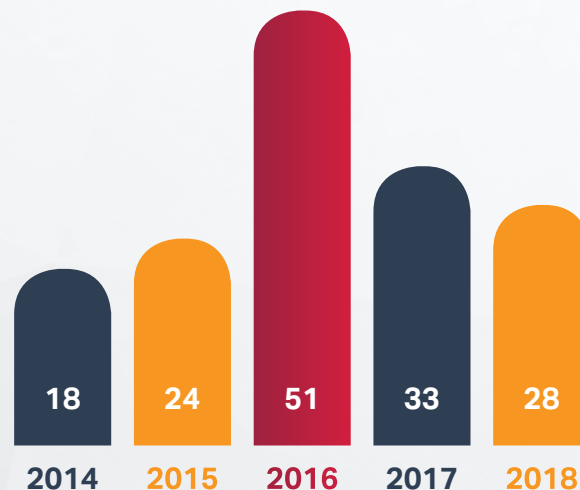
6. Field Visits:



The Governorate continued to conduct field visits in the towns and surrounding villages, whereby the General Status Committee conducted 28 inspections in order to qualify the the needs of its citizens and residents, as well as to monitor shortcomings in the various areas, and to identify the sites that require development and maintenance. Subsequently, the Committee then compiles all the collected data in a report that is reviewed during the Coordination Council meeting.

The visits targeted the following areas: Al Eker, Al Ma'ameer, Nabih Saleh, Um Al Hassam, Marwazan, Al Qala'a, Al Musalla, Tubli, Jid Ali, Jurdab, Ras Rumman, Sanad, Isa Town, Bilad Al Qadeem, Al Makharqa, and Sitra. In addition, visits included the wholesale market and merchants, Manama Central Market including trucks at the Central Market, and a field visit to follow up on road works in Salihya, and a field visit to Manama.

Comparative Overview of Field Visits between the Years 2014-2018



“ Stemming from the belief in the importance of communicating with the people via all means possible, multiple channels have been allocated to communicate news on happenings and updates, because of the huge impact these channels have on enhancing the connection between the Governorate, citizens and residents of the capital. Therefore, providing them with most recent updates on the Governorate’s events, activities and initiatives. ”

1. Press Materials:



In the past year, the Capital Governorate has completed 250 different press items (press releases, statements, meetings, interviews, and investigations), all aimed at highlighting the events and activities of the Governorate and its role in developing

individuals and society as a whole, as well as emphasising its mission and vision, all of which contributes to promoting all efforts undertaken by the Governorate and to enhancing communication with the various segments of society.



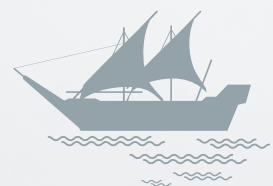
1. Releases and Print Publications:



The Capital Governorate has given the utmost importance to newsletters and releases as they are important factors in familiarising the audience with the Capital Governorate and shining a light on its efforts. Through these publications, the Capital Governorate seeks to inform the people and those interested with all of the relevant data, as well as the activities and aspects that the Governorate is involved in.

One prominent example of such publications is the annual book, which the Capital Governorate has

published for the year 2017, and it contains the most important initiatives, events and activities that have been adopted and fostered by the Governorate during that year. In addition, the Capital Governorate has launched the book “Those Who Inspire”, Bahrain edition, which showcases the profiles of 51 inspiring Bahrainis from all walks of life. In addition to these publications is the Ramadan fasting calendar and majlis gatherings booklet for the lunar year 1439 (2018). The booklet details prayer timings, Ramadan gatherings and contact details of the hosts.



3. Reaction to MyCapital Mobile App:

The mobile app MyCapital for smart phones, which was launched by the Capital Governorate at the end of 2017, was received positively by citizens and residents in 2018, as the total number of citizens and residents who downloaded the app reached 7,942 by year-end. Statistics show that about 25% are using the app on a monthly basis.

Statistics also show that the Governorate received 324 complaints and suggestions through the app last year, out of which 192 complaints and suggestions were resolved in cooperation with the appropriate government agencies, whilst 132 complaints and suggestions received from the people of the Governorate are in process.



4. Social Media Channels:

In order to achieve its objective of creating the highest level of communication with the people of the capital, the Capital Governorate has endeavoured to create accounts on the most prominent social media and digital platforms, and those that are mostly being used by the various segments in society. Therefore, facilitating and speeding up the

process of reaching out to all citizens and residents, as the Governorate created 7 digital communication channels comprising multiple accounts, and in addition to smart mobile apps, through which the latest and most important updates, and images of events and programs are posted directly and in realtime. The most important of these channels are:



Cg_Bahrain



Cg_Bahrain



Cg_Bahrain



CapitalBahrain



Twasul system:
Bahrain.bh/tawasul



Application:
MyCapital



www.capital.gov.bh



Chapter Two

Community Security

The Capital Governorate has given community security special importance as it is the cornerstone of the country's progress, growth, and prosperity.







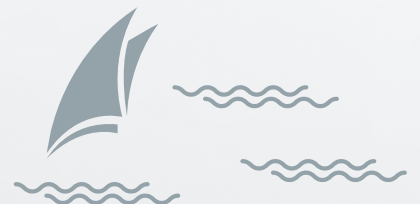
Community security is the cornerstone of building modern societies, a key factor for protecting their achievements, and the way to their progress and advancement. It provides a safe environment for work and construction, provides peace of mind, and serves as an incentive for innovation and future prospects.

On the grounds of the tasks and competencies defined by the Law of Governorates Establishment, the Capital Governorate gives social security a special importance as it is the cornerstone on which the country's progress, growth, and prosperity are based. Security plays a pivotal role in maintaining social peace and achieving stability by spreading peace and tranquility among citizens and residents alike.

The Capital Governorate, in cooperation with the Capital Police Directorate, has endeavored to provide all means and methods to contribute to the maintenance of civil peace and stability of society through monitoring the implementation of plans to uphold security and order in various regions and villages of the governorate. This, in turn, should contribute to maintaining citizens and residents' physical and moral acquisitions. It is also consistent with the objectives of the State regarding ensuring a life of comfort and reassurance for all citizens on this good land.

On the basis of the principle that responsibility of community security is participatory and not limited to one side, and to confirm the need for concerted efforts by various parties to ensure the stability and solidity of society, the Governorate got civil organisations and volunteers involved in various significant occasions to maintain public order. This mutual social interaction between civil society organisations and security services has played an important role in achieving integration which contributed to attaining security and stability in society.

According to the Capital Governorate's insistence to enhance cooperation among various security directorates, and in keeping with the directives of His Excellency Sheikh Rashid bin Abdullah Al Khalifa, Minister of Interior, It has maintained two monthly meetings of the Security Committee which is concerned with following up security issues in the governorate and exchanging viewpoints on them. This also has included coordination between the competent authorities and proposing all that would maintain both order and public morals.





1. Security Committee:

His Excellency Sheikh Rashid bin Abdullah Al Khalifa, Minister of Interior, issued a decree in September 2016 to establish a security committee in each governorate headed by the Governor and membership of the Deputy Governor, the Director General of the Police Directorate, and representatives of the General Directorate of Civil Defense, the General Department of Investigation and Criminal Evidence, and General Directorate of Traffic. The Commission is concerned with studying security issues in the governorate and exchanging viewpoints on them, coordination among the competent authorities, and proposing all that would maintain public order and public morals. The Governor is to submit periodic reports to HE Minister of Interior concerning the work of the Committee.

In accordance with the decision of His Excellency Minister of Interior, the Security Committee in the Capital Governorate held 17 meetings last year to discuss the security needs and ways to establish security and tranquility for all citizens of the capital, whether citizens or residents, in cooperation with various departments of the Ministry of Interior.

Eighty five recommendations were submitted to the concerned authorities, of which 58 were implemented. Eighteen recommendations have yet to be implemented, while other recommendations have not been implemented so far.

According to the ministerial decision, the committee will follow up the security situation and propose a security strategy for the governorate, contribute to the development of security programs and plans, and participates in the protection of persons and property, and continuity of facilities and public services, making recommendations for securing and protecting establishments and facilities of strategic importance, and the exchange of data and information with a security nature.

Furthermore, the Committee is to contribute to the development of security plans for the Governorate's proceedings and events and the dissemination of security awareness, and discuss and study the security problems specific to each Governorate, then propose solutions to such problems.



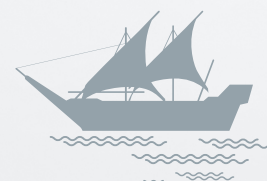
2. Ashura Season:

Within the framework of the wise Leadership's directives to serve religious events and facilitate their conduction in an atmosphere of security, order, and tranquility, and in order to achieve its coordination role between various government agencies, the Capital Governorate has intensified its efforts in cooperation with security and service agencies to discuss the needs of the mourning ceremonies and processions in the capital, in order to preserve security and to serve mourners and attendees of consolation areas, and to keep the Ashura Season isolated from politicisation to ensure that the occasion is taking place in an atmosphere of security, order, tranquility, and safety.

In order to achieve this, His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital Governorate, chaired a coordination meeting for the Ashura season in the presence of

representatives of security authorities and heads of the mournings and Al-Husseiniya processions in the governorate. This was to find out all the arrangements and preparations necessary to receive the season and ensure the smooth running of the processions, and to develop visions to implement on the ground to ensure the success of the Ashura season, reflecting the cultural appearance and religious freedom enjoyed by citizens and residents in the Kingdom of Bahrain.

To continue the efforts of the Governorate to help the mourners and provide all their needs, His Excellency the Governor visited the condolence sites in the capital of Manama to find out the needs that are required by service and security agencies during the Ashura season. Moreover, during a field tour, His Excellency followed up the needs of those who carry out mournings, processions, and hospitalities.





Chapter Three



Sustainable Programmes and Projects

The Capital Governorate takes into account the need to link project and programme objectives to United Nations sustainable development goals in order to achieve a better and more sustainable future for all.





The Capital Governorate has taken into account the need for sustainability of projects and programmes that meet the needs and aspirations of the people, on the basis that most of these endeavours will be largely consistent with the United Nations sustainable development goals for a better and more sustainable future for all. In order to ensure this, the projects and programmes that were established have been linked to these objectives, especially in the economic, social and environmental aspects of the capital's community. Whereby, sustainable development can enable society and its members to meet their needs and express their actual existence.

The leading community initiatives implemented by the Governorate are characterised by taking into account the access of citizens to development opportunities and the achievement of a genuine partnership between government institutions, civil society organisations and the private sector to contribute to their sustainability, as well as taking into account the embodiment of the values of citizenship in the hearts of the people, for the direct and positive impact on the process of social responsibility that the Capital Governorate seeks on the basis of its vision that emphasises "a leading and distinguished Governorate in the service of citizens and residents for a better life and sustainable development".



Sustainable Programs and Projects Goals

- 1  Supporting the public and private sectors in achieving development goals
- 2  Encouraging the private sector in finding comprehensive solutions for some impending issues
- 3  Encouraging people to think and innovate and to partner up with them to launch their own initiatives
- 4  Fostering the human element and surrounding environment by supporting constructive and positive change
- 5  Creating new communication channels and building longterm relationships with all communities, local and beyond
- 6  Gaining people's confidence in our ability to take care of them



 **SUSTAINABLE DEVELOPMENT GOALS**



Capital Governorate's Sustainable Programs

<p>The Green Capital project</p> <p>Advocacy towards the rational use of depleted resources</p>	<p>The Nation of Mohammed programme</p> <p>Emphasize the role of the family in instilling virtuous Islamic values and enhancing the noble qualities and ethics in young people's soul</p>	<p>The competition of The most beautiful decoration of a governmental and private building</p> <p>Add a participatory approach among different government sectors</p>	
<p>Photography competition for capturing national day celebrations on Instagram</p> <p>To enhance the national sense of people</p>	<p>Summer activities programme</p> <p>Invest students' time during summer with useful programs</p>	<p>Capital Weekend Program</p> <p>Reduce intolerance and aggression motivations among participants</p>	<p>Manama Entrepreneurship Week Forum</p> <p>Learn about modern methods and techniques for project management</p>





First: The Green Capital Project

In the year 2018, the Capital Governorate continued to carry out campaigns as part of the Green Capital Project launched in 2014 under the slogan “A Green Capital. A Better Life”. The project has many positive objectives, the most important of which are the increase of green space in the capital and its ability to create environmental and agricultural awareness, as well as playing a significant role in pushing the aesthetic image of the capital to the highest levels.

During the past year, the Capital Governorate launched a tree-planting campaign in Um Al Hassam Park as part of the Healthy Cities Programme, therefore incorporating the majority of the requirements and standards set by the Regional Network of Healthy Cities in Umm Al Hassam; the town nominated for the ‘Healthy City Title, as it has incorporated the most important requirements and standards making it eligible for the title, and these include: health-promoting institutions, adequate housing, security, hygiene, waste disposal, gardens and green spaces, sports, social and cultural centres as well as multidisciplinary civil society organisations.



In addition, the capital Governorate has launched the first campaign of “Afforestation of Clubs and Sports Centers” in cooperation with the Rotary Club (Rotary Youth) and with the participation of a number of parents, a team of 70 volunteers from 17 countries planted seedlings in the branches of Al-Shabab Sports Club as the first initiative of its kind launched by the Governorate in two projects: the Green Capital and

the Capital Governorate’s Division for Volunteering. The purpose has been to increase public awareness of the environment of vital facilities especially clubs and sports centers. This is based on the Governorate’s belief in the social responsibility to raise the level of awareness of people towards the creation of awareness and cultural and agricultural environment, and dissemination of its contents at the highest levels.



Second: The Nation of Mohammad (pbuh) Programme in its Seventh Edition:

In order to achieve its objectives in the development of society in various aspects, the Capital Governorate has established a series of programmes during the holy month of Ramadan as part of the activities of the “Nation of Mohammad Peace Be Upon Him” in its seventh edition, and those included:

(A) Celebrating Girgaoun:



The Capital Governorate held its annual celebration with the support of Bahrain Islamic Bank, at Seef Mall, where large numbers of citizens, residents, and visitors of the Kingdom of Bahrain attended a celebration that has family entertainment and surprises, competitions, prizes, and folklore performances.

Celebrating Girgaoun stems from the Governorate's vigilance to preserve folklore, heritage and traditions of our beloved Kingdom and culture of Bahrain, whilst showcasing authentic Bahraini art. Furthermore, such programmes lend to strengthen community partnerships and enhance communication with citizens and residents, bestow joy upon children, and safeguard Bahraini folklore.

(B) Women's Morning Seminar:

The Capital Governorate has organised a morning seminar for women under the title «Health, Well-Being, and Obesity Risk» in cooperation with the Department of Health and Social Affairs in the Ministry of Interior as part of the Governorate's programme of activities during the holy month of Ramadan. The morning seminar was held in the Capital Governorate building in Gudaibiya, and was attended by employees of the Governorate and a number of women including citizens and representatives of civil society organisations.

The seminar comprised a lecture by Professor Lulwa Mohammad Ashour, the Health Education Officer at the Department of Health and Social Affairs of the Ministry of Interior, focused on the concept of health and fasting during the month of Ramadan, the dangers of obesity, and the appropriate solutions to avoid them.





Third: Most Beautiful Public and Private Building Decoration Competition in its Eighth Edition:

The Capital Governorate has launched the competition for the most beautiful decoration of public and private buildings for the eighth consecutive year, which coincided with the start of the Kingdom's celebrations of the National Day and 'His Majesty's Coronation Day. The competition comes as part of the Governorate's efforts to involve various sectors such as companies, ministries, official and civil institutions, to highlight the cultural and urban face of the Governorate during the national holidays within a framework of artistic imagery that shows the beauty of Manama and highlights the spirit of partnership, cooperation, and areas of development and growth that the Governorate has realised under the the wing of His Majesty's prosperous rule.

The results of the competition were as follows: Government sector: ranked 1st place: Central Bank of Bahrain, second place: Public Security Officers Club, third place: Bahrain Culture and Antiquities Authority; Private Sector: ranked first: The Ritz-Carlton hotel, second place: Ahli United Bank, the third place: Gulf Hotel. As for the school sector; the first place went to: Al Rasheed Elementary School for Boys, and in second place: Al Hora Secondary School for Girls, and third place: Ala'a Al Hadrami Primary School for Boys.





Fourth: Capturing National Day Joy Competition in its Sixth Edition:



The Capital Governorate held a competition for the five most beautiful pictures uploaded to Instagram that have captured National Day celebrations, which coincided with the celebrations of His Majesty's Coronation Day. The competition included valuable prizes for the winners, amongst the about 8,000 followers

of Governorate's account.

The top five winners of the were: first place: Manar Ibrahim Siddiqui, second place: Sayed Hussein Al Qallaf, third place: Mariam Abdunabi Juma, fourth: Zahra Ahmed Issa, fifth place: Lulwa Mohammed Musa'ed.

Fifth: Summer Activity Programme in its Sixth Edition:



During summer holidays, the Capital Governorate organised the Summer Activity Programme in its sixth edition in cooperation with the following centres: Al Daih Youth Centre, , Sitra Club, and Al Shabab Club. The purpose of the programme is to channel the energy of young people toward beneficial goals, by introducing creative and innovative methods and techniques that inspire young people's needs and requirements to encourage them to think creatively, enrich their experiences and knowledge, and develop their personalities.

The success of the Summer Activities Programme continues for the sixth consecutive year and in support of the objectives of the Governorate to serve young people and contribute to raising public awareness and education, a basis for achieving community partnership through the attainment of common goals that serve the public interest and meet the basic needs of the community and ultimately, contribute to the process of comprehensive community development.





Sixth: Manama Entrepreneurship Week in its Fourth Edition:



At the end of 2018, the Capital Governorate launched Manama Entrepreneurship Week in its fourth edition in partnership with the labour fund Tamkeen, and United Ahli Bank, as well as the sponsorship of 25 government and private bodies. The event harmonises with the 17 objectives of the United Nations Development Programme, and it comprised 14 workshops and seminars across a weeklong programme, targeting 5,000 participants from across the Kingdom of Bahrain.

The event aims at providing the labour market

with qualified competencies specialised in entrepreneurship, in addition to facilitating learning amongst the participants about the most important and modern ways of establishing entrepreneurial projects to reach their growth and achieve the desired goals in the end. Ultimately, this is beneficial not only to the participating individuals at a personal but for the community as a whole, and thus the ability of participants to transform their ideas and dreams into inspiring projects that materialise, provided that they have put the effort and perseverance into realising them.



Chapter Four

Social Partnership

The Capital Governorate serves to build bridges of relationships, cultures and common concepts that contribute to raising public awareness in the community.

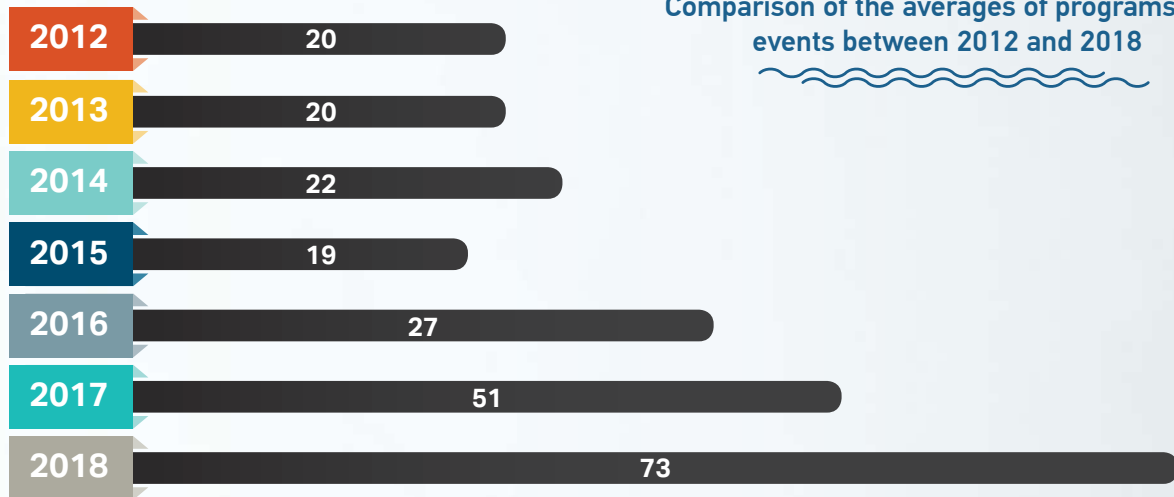




“ The Capital Governorate seeks to strengthen cooperation and solidarity amongst society’s driving forces by organising and sponsoring a variety of activities in various arenas including social, sports, religious and economic, all to ensure the building of relational bridges, cultures and common concepts that help raise public awareness toward accepting new ideas and trends, tackle unfavourable social phenomena, and encourage citizens and residents to contribute to the service of society voluntarily, whether by opinion, work or funding, ultimately adding to the development of society and the achievement of its objectives. ”



(1) Rate of programs and events that have been launched:



Comparison of the averages of programs and events between 2012 and 2018

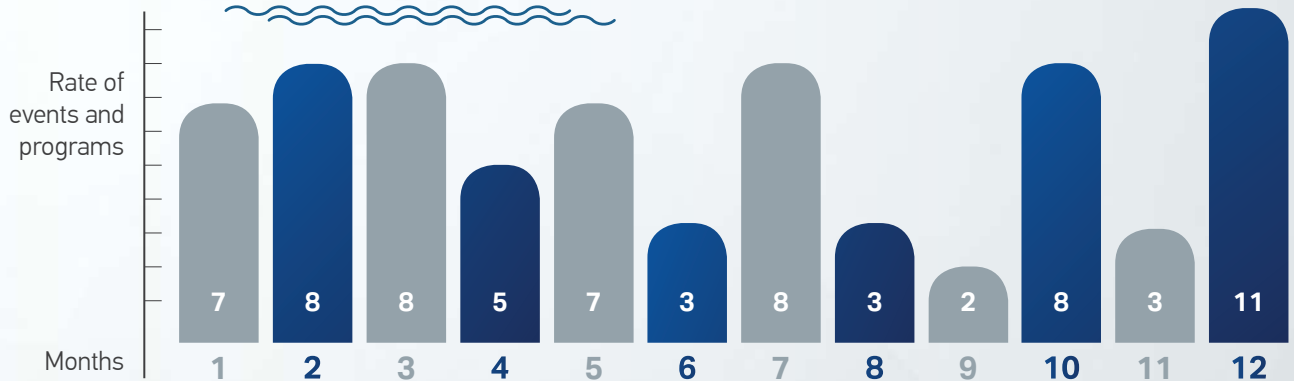
Over the past year, the Capital Governorate has organised and sponsored more than 73 programs and events, compared to 51 in 2017, and 27 programs and activities in 2016. In 2015, 19 programs and events were organised and sponsored, whereas in 2014 the total was 22

programs and events, and both in 2012 and 2013, a total of 20 events and programs were conducted during each year. This goes to show the increasing efforts on the Governorate's part in strengthening the sense of social partnership, in cooperation with relevant authorities in the Kingdom.

(2) Monthly distribution of events and programs:



Monthly distribution of events and programs launched in 2018

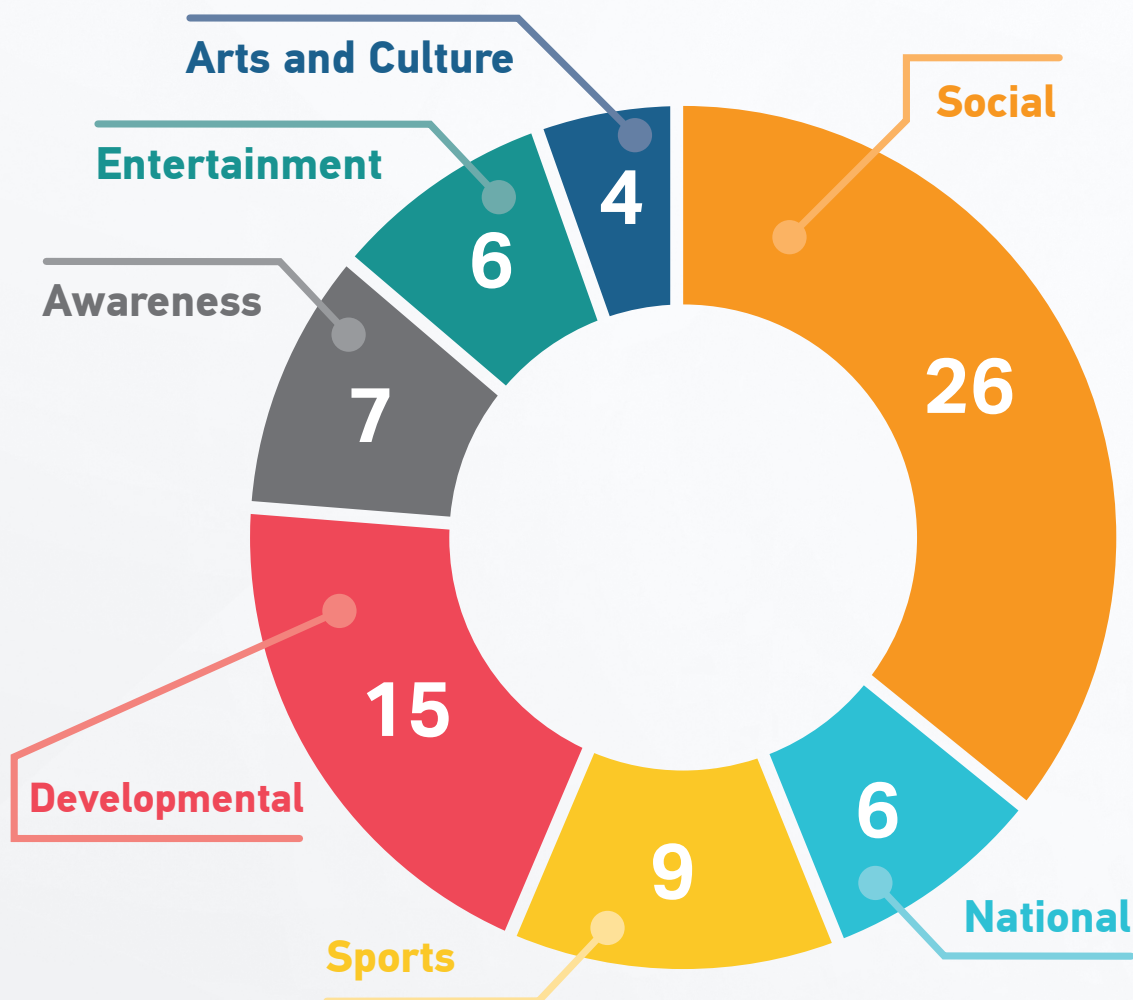


The Capital Governorate works on having the events and programs be distributed throughout the year, thereby creating a continuity of activities. It also considers the synchronisation of several events and programs with important national, social and/ or sports events and activities. Therefore, the

Governorate ensures that all efforts towards creating events and programs have been leveraged in a manner where all activities that are tied to specific dates and times, alongside other organised activities by the Governorate and other bodies, receive adequate attention and attendance from the public.

(3) Classification of Capital Governorate activities for 2018 by genre:

Classification of Events By genre



Last year, the Capital Governorate was able to create a diverse set of programs and events that fall into different genres, and that were based on classifications of the various opinions and preferences of the public. The Governorate was able to achieve this by studying and accounting for the attitudes of the public toward the aforementioned genres.

The study concluded that the activities and

programs with highest public preference were those that fell under the Social Genre with a total of 26 events. Whereas developmental events totalled 15, and as for awareness related programs and events the number was 7, and the remaining programs and events were amongst the rest of the genres distributed between national, arts and cultural, as well as entertainment.



Second: The most important celebrations and programs that were launched in 2018, listed by genre:



A. The Capital Governorate Celebrations of the National Day Holidays:

The people of the Capital Government celebrated the anniversary of establishing the modern State of Bahrain during the era of the founder Ahmed Al Fateh in the year 1783, as an Arab and Muslim country, in addition to celebrating the 47th anniversary of Bahrain joining the United Nations as a member nation, as well as the 19th anniversary of His Majesty the King's Accession to the Throne, all during a massive two-day festival organised by the Capital Governorate and the Capital Secretariat in Water Garden City, on December 15 and 16 of 2018. The atmosphere of celebrations was enhanced by a large public participation with a high sense of patriotism toward the country and the Wise Leadership, in an environment filled with joy.

The celebration, which was organised by the Governorate and the Capital Secretariat for the seventh year in a row, included great shows and many surprises. The most prominent of these was a huge fireworks display, and a raffle on two cars by Al Zayani Investments and Montreal Cars. In addition, celebrations included a concert by artists Mohammad Abdel Rahim and Mohammad Tamimi, as well as performances of marine arts, the Bahraini Pavilion, and the participation of the Bahraini Police Band. The venue had a dedicated children's play area, competitions, various and valuable prizes including flight tickets. Also present was Tamkeen's Souq for entrepreneurs.

The National Day celebrations were possible as a result of the support of 34 governmental and private entities, who are dedicated to ensuring that celebrations are conducted rightfully, and in line with their keenness to strengthen social partnership, thereby aligning with their ambitious visions to serve the society and optimise their national role.



B. The Opening of the Oil History in Bahrain Exhibition:

HE Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital, inaugurated the Oil History in Bahrain Exhibition which was organised by the Capital Governorate in cooperation with the Ministry of Oil, and the Avenues, Bahrain. The exhibition, held in conjunction with the anniversary of establishing the modern State of Bahrain during the era of the founder Ahmed Al-Fateh in the year 1783, as an Arab and Muslim country, and the 47th anniversary of Bahrain joining the United Nations as a member nation, as well as the 19th anniversary of His Majesty the King's Accession to the Throne. The exhibition witnessed a high turnout of citizens, residents and visitors of the Kingdom, and those interested in the history of oil in Bahrain.



C. Um Al Hassam's Celebration of the National Day:

Under the patronage of His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital, the residents of Um Al Hassam held a celebration of the National Day and the anniversary of His Majesty's Accession to the Throne. The celebration was attended by His Excellency MP Mr. Ammar Albannai, dignitaries of Um Al Hassam and invited guests. The event included a participation by the Folk Bank, the Bahraini Traditional Pavilion, the Productive Families, Dar Um Al Hassam elderly home, and a poetry reading by a local youngster.



D. Ahlia University's Celebration of the National Day:

Under the patronage of the Capital Governorate, the Ahlia University organised an event to celebrate the National Day and the anniversary of His Majesty the King's Accession to the Throne. The celebration was attended by a number of artists and cultural icons in the Kingdom and included an art exhibition which presented university students with the opportunity to showcase their artistic and cultural creations and crafts, all of which expressed their national love and sense of belonging.



E. Celebrating the Anniversary of the National Charter:



The Capital Governorate celebrated the anniversary of voting on the National Action Charter in the presence of Governorate officials and staff. Also attending was poetry icon Ibrahim Abdulkarim Alansari who delivered sensational national poems to commemorate the occasion, which was followed by the cutting of the celebration cake and a picture.

(2) The Social Genre

A. Celebrating Social Partnership Day



His Excellency the Governor inaugurated the Social Partnership Day celebration held at Seef Mall with the participation of the Community Police and “Maan” (Together) – the Anti- Drug and Violence Committee. The participants presented their activities and efforts in raising social awareness among the various communities.

B. The Ceremony for Honouring Outstanding Students:



His Excellency the Governor of the Capital honoured the outstanding students who achieved first class among secondary school graduates of the Governorate’s schools during a ceremony held at the Capital Governorate Council, attended by a number of Governorate officials and parents of students.



C. Charity House Revamp Initiative:

“Manazel Alkhair” is a project that is sponsored and supported by the Rashid Al Zayani Mabara Charity, and Aljazeera Shipping Company, during which the Governorate executed a follow-up on the revamping of a house for a citizen of the capital. HE the Governor visited the house that was revamped up to the standards of adequate housing, in order to realise the goal of providing stable living to underprivileged citizens. Accompanying HE was Mr. Hamed Rashid Al Zayani, Board Member of Rashid Al Zayani Mabara Charity, Mr. Ali Al-Mahmoud, and a number of Governorate officials.



D. Celebrating Bahraini Women's Day:

The Capital Governorate celebrated the Bahraini Women's Day which was attended by all of the female members of the Governorate. During the ceremony, HE the Governor honoured seven women who worked in the legislative and municipal fields: Mrs. Nancy Khadouri, Member of the Shura Council, Engineer Shawqiya Hmaidan, Director General of the Capital Secretariat, Mrs. Aziza Kamal, Deputy Board Director of Capital Secretariat, Dr. Maha Al Shehab, board member of the Capital Secretariat, as well as former members of the Capital Secretariat Mrs. Iman Al-Qahtani, Dr. Maram Sharbati, and Dima Alhaddad.



E. Honouring 100 Volunteers and Collaborators:

His Excellency the Governor honoured more than 100 volunteers and collaborators at a ceremony held at the Public Security Officers Club. The occasion comes in recognition of the efforts they have made to enrich the activities, programs and events organised by the Capital Governorate during 2018.



F. March with the Blind:



Under the patronage of His Excellency the Governor, the Friendship Society for the Blind organised a march for the fifth consecutive year with the slogan «Society's Support of the Blind is the Duty of All». The event was held on the occasion of the International White Cane Day at Al Fateh Coast and the Marina Club. The event witnessed great participation by many civil society organisations, expat communities and some Productive Families, in order to support the blind and to identify best practices for escorting the blind in line with international regulations.

G. Sponsoring the First International Forum for Speakers:



Under the patronage of His Excellency the Governor, the international Social Media Club organised the first international forum for speakers under the title «Speak in Bahrain», which was attended by 30 worldwide speakers and inspirers from eight different countries: the United States, the United Kingdom, Japan, Netherlands, Australia, the Kingdom of Thailand, and the Kingdom of Saudi Arabia, as well as speakers from the Kingdom of Bahrain, the country that hosted the event for the first time.

H. Arabian Pearl Gulf School Graduation Ceremony:



HE the Governor delegated to HE Mr. Hassan Abdullah Almadani, Deputy Governor, the patronage of the graduation ceremony of the ninth graduating class of the International Baccalaureate students of the Arabian Pearl Gulf Private School. The ceremony was held at the Crowne Plaza Hotel, and attended by a number of dignitaries, educators, Governorate officials, and the parents.

I. Honouring High Achievers in Eker:

His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital Governorate, delegated to HE Hassan Abdullah Almadani, Deputy Governor of the Capital, the honouring of the outstanding students in Eker for the academic year 2017/2018 at a ceremony organised by Al Eker Charitable Society under the slogan “My Distinctions is Your Satisfaction 2”. The celebration took place over 2 days with two sessions on each day, morning and evening, during which 485 male and female students received their honours.



J. Social Media Masters Forum 6:

Under the patronage of His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the capital, the international Social Media Club organised the Social Media Masters Forum in its sixth edition, under the title «Yalla_Social», which showcased experiments from the United States of America, the Arab World and Bahrain in this field. There were over 100 participants of job seekers, in addition to other participants interested in the field of social media leadership in the Kingdom and the region.



K. “Together We Care to Support Workers” Campaign:

The Capital Governorate sponsored the campaign “Together We Care to Support Workers” launched by One Bahrain Hospitality and in cooperation with a number of other companies and institutions, in order to support workers in construction sites. For the Capital Governorate, this fits within the framework of social initiatives which the Governorate is diligent in implementing, in order to reach out to various segments of society and build bridges of effective communication with them, especially in light of the Governorate paying special attention to workers which is evident by the number of programs aiming to achieve educational goals, particularly for this segment.



L. Celebrating World Social Media Day:



Under the patronage of His Excellency the Governor, Bahrain celebrated World Social Media Day in an event organised by the international Social Media Club for the eighth consecutive year, amid the attendance of a number of officials and those interested in the field of social media.

(3) The Developmental Genre

A. Inauguration of the New Look Exhibition:



His Excellency the Governor delegated to Deputy Governor the inauguration of the New Look shopping exhibition which was organised by First Target and included over 200 exhibitors from various sectors. Such exhibitions are in line with the Governorate's efforts to support activities, projects and programs that contribute to the development and revitalisation of commerce and investment, and thus, forging forward with the pace of economic development in all aspects and at all levels.

:B. Launching the Bahrain Robotics Championship



The Bahrain Robotics Championship was launched under the patronage of His Excellency the Governor with the participation of more than 800 young men and women representing 90 teams across various academic levels and youth centres, with the goal of winning and qualifying for the honour of representing the Kingdom of Bahrain at the VEX World Championship. The events witnessed a musical operetta and an exhibition comprising students' creative works in the field of the manufacture and development of robots.

(4) The Sports Genre

A. Bahrain Sports Day:

In accordance with the directives of His Highness the Honourable Prime Minister, may God preserve him, and the follow-up of His Highness Sheikh Nasser bin Hamad Al Khalifa, His Majesty's Representative for Charity and Youth Affairs, Chairman of the Supreme Council for Youth and Sports, the Capital Governorate held the Bahrain Sports Day at Najma Sports Club with the participation of a number of government and private bodies and students from various schools. The event featured a variety of sports including walking, football, basketball, volleyball, and medical examinations for all age groups of both sexes, all of which lends into what this day aims to achieve in sport, health and social aspects, and the goals to raise awareness with regards to the concept of sport and health, and instil an understanding of the importance of sports activities and their role in the lives of individuals and society.



B. Opening of the Bahrain Auto Fair:

Under the patronage of His Excellency the Governor, Solid Vision, a company specialised in organising exhibitions and events, organised the BAHRAIN AUTO FAIR 2018, in its first edition in the Kingdom of Bahrain. The festival provided car companies and auto support services the opportunity to showcase their services and extend special offers to the attendees. In addition, exhibitors offered enticing recreational activities to the public.



C. Bahrain Bike Week

The 9th annual Bike Week festival was held under the patronage of His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, Governor of the Capital Governorate. Participating in the event were many bikers from the GCC and the Kingdom of Bahrain, and it was also attended by a large audience from various age groups.



D. Sponsorship of the Najma Club Ghabga:



Under the patronage of His Excellency the Governor, Najma Sports Club organised the annual Ramadan Ghabga which is held at the Club to celebrate the holy month and bring together the members of the club. Attending were several sport and social figures, club managers and members, and sports teams including managerial and technical staff.

E. Sponsorship of the Vertical Marathon:



HE the Governor delegated to HE Sheikh Isa bin Ali Al Khalifa, Director of the Social Programs and Community Affairs Department in the Governorate, the crowning of the winners of the Bahrain stair climbing race – the vertical marathon, which was organised in conjunction with the Kingdom's hosting of the Formula 1 Grand Prix at the United Tower in the Wyndham Grand Hotel in Bahrain Bay. There were 300 competitors from 25 countries in a race comprising 45 floors with a total height of 200 meters.

F. Sponsorship of the Equestrian and Cowboy Festival:



His Excellency the Governor delegated to HE Sheikh Isa Bin Ali Al Khalifa, Director of Social and Community Affairs in the Governorate, the inauguration of the Equestrian and Cowboy Festival on the coast of Karbabad, amidst a great public attendance and a participation by a number of horsemen and stables in the Kingdom.



(5) The Awareness Genre

A. The Opening of the Traffic Village

His Excellency the Governor, accompanied by Director-General of Traffic Brigadier Sheikh Abdulrahman bin Abdul Wahab Al Khalifa, conducted the opening of the Traffic Village which is located in Seef Mall, as part of Traffic Week 2018 events. The Village featured participation by the official sponsors of Traffic Week via an interactive and informative showcase of their experiences and activities to the audience exhibited throughout the Village, including sections dedicated to educate children on traffic rules to ensure their safe passage.



B. Organising the “Let Us Understand One Another” Workshop:

The Capital Governorate organised a female workshop under the title “Let us Understand One Another”, with the participation of a number of parents and their children. The workshop aimed to foster healthy ways of communication between parents and children, and outlay the foundations to a healthy relationship between both parties, which lends to achieving familial stability and social development.



C. A Workshop on the Role of Bahraini Women in Legislation:

The Capital Governorate conducted an educational workshop on the role of Bahraini women in legislation and municipal work in cooperation with the Supreme Council for Women, and delivered by Dr. Mohammad Almasry, the Legal Advisor to the Council. The workshop was attended by many active participants.



(6) The Art and Culture Genre:

A. The “The Horse and the Badia” Visual Art Exhibition:



His Excellency the Governor launched the Seventh Annual Visual Art Exhibition under the title “the Horse and the Badia”, which is organised by the Ras Al Rumman Youth Cultural Centre, which is part of the Najma Club. A number of artists were amongst the participants, and the exhibition also included celebrations of the National Day and the anniversary of His Majesty’s Coronation Day.

B. The Inauguration of the Handmade Jewellery Exhibition:



His Excellency the Governor launched the personal exhibition of handmade jewellery under the slogan «Flawless» by artist Naseem Jawad. Several officials and icons in this field attended the exhibition where several of the artist’s latest silver products were on display.

(7) The Entertainment Genre



A. HE the Governor delegated to Mr. Salah Abdullah Buzaid Aldossari, Director of the Information and Follow-up Department of the Capital Governorate, the inauguration of the Winter Boulevard Carnival held at Ain Adhari Park, where the circus included various entertainment and magic show segments, in addition to acrobatics by top performers.



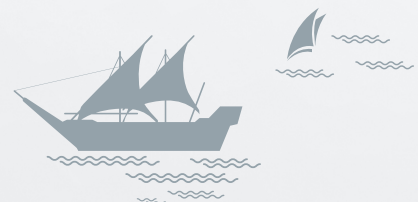
Third: Internal Celebrations



1. The Capital Governorate's Employee Ghabga



The Capital Governorate held the annual Ramadan Ghabga at the Art Rotana Hotel in Amwaj Islands. The ceremony was attended Governorate employees and guests of honour.





Chapter Five

Local and International Achievements

2018 was an exceptional year for the Capital Governorate distinguished by building strategic partnerships overseas, and receiving international and local titles and awards







“ In the last year, the Capital Governorate has achieved great strides in establishing relationships with prominent cities that are heeding a great economic and political presence in the world; this is in accordance with the vision of continuing to build strategic partnerships overseas, highlighted by the noteworthy signing of the Joint Friendship Agreement with the Chinese city of Hangzhou as part of the visit of the Kingdom of Bahrain's' Economic Delegation to the People's Republic of China during the period of 13 to 23 November 2018, which was lead by His Excellency the Governor. The two-year anniversary of the signing of the Memorandum of Understanding with the Chinese city of Shenzhen and the visit of the Bahraini Delegation to the above-mentioned city both demonstrate the enthusiasm and initiative on part of the Capital Governorate to open up new horizons of cooperation and coordination with the cities of the People's Republic of China.

As for the receipt of international titles, the World Health Organisation (WHO) has granted the Capital Governorate a certificate accrediting Umm Al-Hassam with the title of the Healthy City, making it the first neighbourhood in the Kingdom of Bahrain to receive this international accreditation; and making way for yet another new achievement to be added to the repertoire of the Kingdom of Bahrain's progress in the areas of health, environment, as well as social and urban development.

At the local level, the people of Governorate have been graced with meeting His Majesty the King, may God protect him, and have received a distinction award for customer service as the best and most interactive governmental entity in Tawasul, the national suggestions and complaints program in the Kingdom. ”





A - His Majesty's visit to the people of the Capital Governorate:



His Majesty King Hamad bin Isa Al Khalifa, may God protect him, was welcomed by the people of the Capital Governorate on the occasion of the Holy Month of Ramadan, as part of the meetings that His Majesty has been committed to holding with prominent figures in the Kingdom representing

Bahrain's various cities and villages. During these meetings the people have communicated to His Majesty their sincerest congratulations on the occasion of the Holy Month and wished His Majesty long years in health and happiness, and wished the people of Bahrain goodwill and blessings.





B- The Capital Governorate receives a distinction award for customer service as the best and most interactive governmental entity in Tawasul:



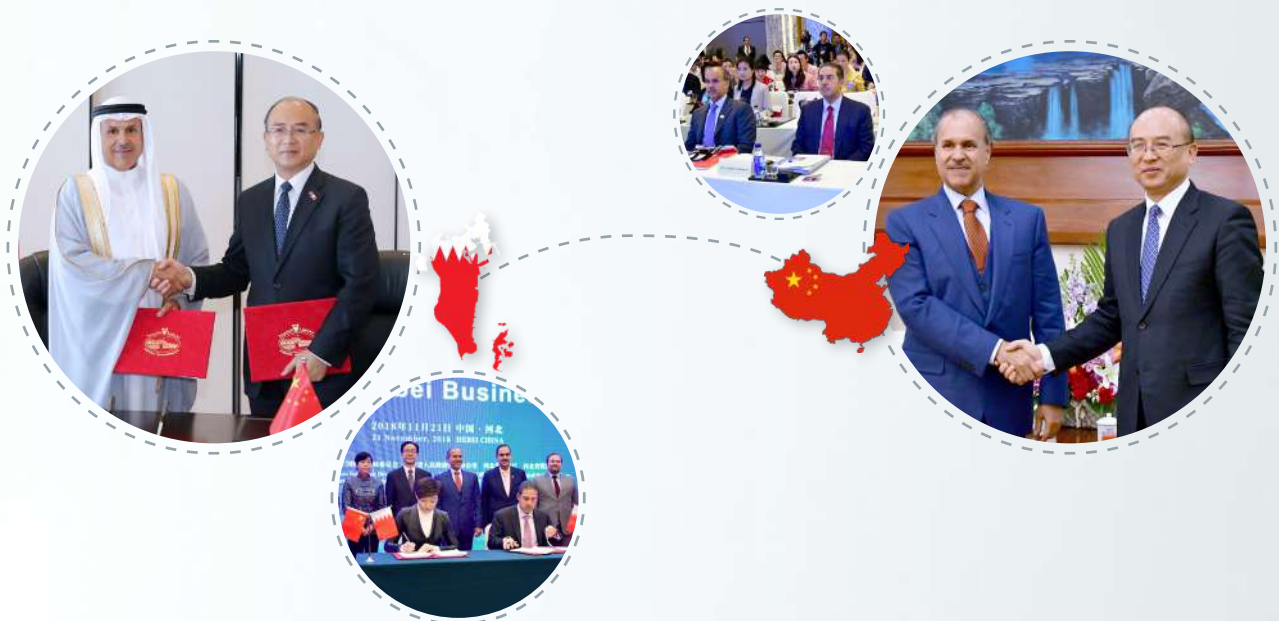
The Governorate has received a distinction award for customer service as the best and most interactive governmental entity in Tawasul, the national suggestions and complaints program in the Kingdom, during the Third Governmental Forum of 2018. The Forum was

held under the patronage of His Royal Highness Prince Khalifa bin Salman Al Khalifa the Prime Minister, and at the initiative of His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and Deputy Supreme Commander, and First Deputy Prime Minister.



A- Signing of a Joint Friendship Agreement with the Chinese city of Hangzhou:

1. Extended relations between the Capital Governorate and the cities of the People's Republic of China:



In following the instruction of Bahrain's Leadership and in keeping with the Memorandum of Understanding between the Capital Governorate and the city of Shenzhen signed in September 2016, which was implemented during a visit to the private and public sectors of the Kingdom of Bahrain by the former Mayor of the city, Mr. Chin.

After three months of signing the Memorandum, a visit of the Capital Governorate to the city of Shenzhen followed, highlighted by His Excellency the Governor's visits to the growth sectors in the city and meetings with industry leaders and decision makers. This visit represents the culmination of the Capital Governorate's march towards progress which has been taken in keeping with the fulfilment of its duties that are founded in the Governorate's

mission and vision; especially given that the formation of a delegation comprising private and public sector entities supports the government's direction in benefiting from visits overseas that contribute to further develop relations built upon mutual respect and cooperation, to reach common interests with various nations, especially those that have mutual agreements, memorandums of understanding, and cooperation protocols with the Kingdom of Bahrain. Furthermore, it enhances the Capital Governorate's leading role in promoting the Kingdom's gains in developed countries, especially regions of autonomous rule. Therefore, the Capital Governorate has benefited from these experiences, such as the visit to the city of St. Petersburg in Russian last year, and the Chinese city of Shenzhen recently.

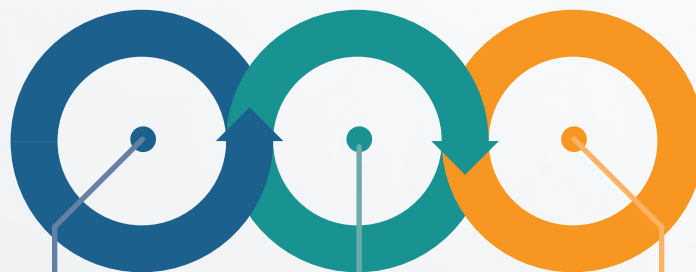


2- The development stages of the cooperation between the Capital Governorate and the cities of the People's Republic of China:

The enthusiasm and perseverance of the Capital Governorate toward broadening the horizons and opening new doors of cooperation and coordination with the cities of the People's Republic of China, are evident in the two-year longevity of the Memorandum of Understanding with the city of Shenzhen, and the visit of his Excellency to the city followed by the recent signing of a Friendship Agreement with the city of Hangzhou.

More importantly, the visit represents a serious step toward new possibilities of partnership in the fields reflected by the Memorandum thus, positively leading to the development of bilateral relations between the two cities and continuing the steps aimed at effective bilateral cooperation. This creates an attractive environment for investment built upon the cooperation between two sides in a number of various fields.

Furthermore, seeking such efforts greatly contributes to the Delegation of the Capital Governorate by virtue of being able to benefit from the progress and prosperity achieved by the cities of Shenzhen and Hangzhou, particularly in aspects of the economy, trade, culture, art and tourism. As a result, the efforts aimed toward the growth and development of bilateral relations between the Kingdom of Bahrain and the People's Republic of China are united, which are based upon cooperation and friendship as well as mutual respect and understanding.



The Signing of the Memorandum of Understanding between the Capital Governorate and the city of Shenzhen in September 2016

The continuation of the bilateral cooperation between the two cities, highlighted by the Governor's visit to the city 3 months from signing the agreement

Signing of the Joint Friendship Agreement with the Chinese city of Hangzhou in November 2018



B- The Governor of the Capital Governorate attends the launch of the World Cities Summit in Singapore:

His Excellency the Governor of the Capital Governorate witnessed the launch of the 9th World Cities Summit in the Republic of Singapore, with the presence and participation of more than 150 dignitaries and governors from around the world. The year's Summit was under the theme "Sustainable Cities, Incubating the Future through Innovation and Cooperation". This visit has contributed to further enhancing relations and helped to build bridges between the Capital Governorate and its constituents amongst the most prominent provinces and cities around the world; which in turn contributes to the exchange of best practices that contribute to creating sustainable cities through upgrading the quality of services.



C- The World Health Organisation grants the governorate of the Capital Governorate a Certificate of Accreditation to Umm al-Hassam for being a Healthy city:



The World Health Organisation (WHO) has granted the Capital Governorate the accreditation for Umm Al-Hassam as the First Healthy Neighbourhood in the Kingdom of Bahrain, making for yet another new achievement to be added to the repertoire of the Kingdom of Bahrain's progress in the areas of health, environment, as well as social and urban development.

Such an achievement could not have been accomplished without the thorough cooperation between the Ministry of Health and the Capital Governorate through the launch of the «Manama is a Healthy City» program in March 2017, prior to signing the letter between the Capital Governorate and the World Health Organisation in February of this year, and followed by an assessment which was conducted by a WHO expert of Umm Al-Hassam last October, during which it was confirmed that Umm Al-Hassam meets all of the eighty criteria adopted by the WHO making it eligible to receiving the Title.



Chapter Six

Development and Modernization

The Capital Governorate seeks to motivate its employees and develop their capabilities and talents as it believes in the importance of supporting the human element







First: Courses and Workshops:

The Capital Governorate took key steps in achieving its strategic goals which are aimed at enhancing the capabilities of human resources, by continuing to provide its staff with excellent managerial support by involving them in courses and training workshops; due to the key role this plays in motivating employees, developing their abilities and talents, as well as enhancing positive morale. Thus, reaffirming the Capital Governorate's belief in the importance of supporting and investing in its human resources, considering this to be foundational to the development process. Such initiatives come in light of the efforts on the part of our wise Leadership in supporting the development of national competencies.

According to statistics for the year 2018, 58 employees from various departments and sections have benefited from courses and training workshops that were conducted both within and outside the Capital Governorate headquarters. Overall, the aim of these courses and workshops is to contribute

to employee growth, personal development, and the enhancement of skillsets in various areas; administrative, technical, or the learning of modern techniques in order to provide them with knowledge and to arm them with skills and practical experience.

The number of courses and workshops that the Governorate's employees were able to benefit from reached a total of 30, amounting to 1,400 training hours. The following are the main learning highlights:

- Distinction in Providing Public Services.
- Thinking Outside the Box.
- Institutional Culture and Change Management.
- Risk and Opportunity Management.
- Work Stress Management.
- Building Effective Teams.
- Mental Building Blocks for Distinguished Customer Service.
- Presentation Skills and the Art of Speech.
- The Art of Dealing with Different Personalities.
- Modern Managerial Leadership.

Second: Quality of Work:

Work quality is one of the managerial frameworks that aim to develop and enhance the work output on an ongoing basis. In order to preserve the Capital Governorate's goal of improving its performance in a sustainable manner, it provided a total of 2,453 services during the past year, related to the level of job achievement. Some of these services were provided to employees within the Governorate and others to the general population outside of the Governorate.

Third: Periodic Meetings of Capital Governorate Officials:

The Capital Governorate ensures the holding of periodic meetings for its officials beginning of each week, in order to review latest developments and exchange information, discuss, and look over important files and cases pertinent to the Governorate, culminating in making the appropriate decision in each regard.

Fourth: Obtaining an ISO certificate:

The Capital Governorate has been awarded the ISO 9001: 2015 Quality Management Certification by BUREAU VERITAS after having obtained ISO 9001: 2008 for the first time in 2013. The Governorate has successfully passed external audits on its system of work which was carried out by a number of experts and engineers in the company over several days coinciding with the Governorate's success at the same time in the internal audits carried out by a number of staff of the General Coordination's officials in the Governorates.



