

## SHANIA TWAIN'S NEW ALBUM REVEALS HER CROSS-GENRE PROWESS



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Aussies extend their World Cup record after opener Travis Head smashes a magnificent ton to fashion a six-wicket win against tournament favourites India in yesterday's final | **P12-14**

## Al Shifa Hospital a 'death zone': WHO

31 PREMATURE BABIES GIVEN CARE AT UAE-RUN HOSPITAL

### GAZA STRIP

Ambulance crews of the Palestinian Red Crescent evacuated 31 premature babies from Al Shifa Hospital yesterday in coordination with the World Health Organisation (WHO) and the United Nations Office for the Coordination of Humanitarian Affairs.

The babies were taken to UAE-run Al Helal Emirati Maternity Hospital in Rafah in the southern Gaza Strip, WHO chief Tedros Adhanom Ghebreyesus wrote on X. "They are receiving urgent care in the neonatal intensive care unit," he said. Alongside the babies, six health workers and 10 staff family members were also moved, he added.

The WHO scrambled to evacuate the last remaining patients and staff from Al Shifa Hospital, describing it as a "death zone" after UN officials visited the facility.

Elsewhere in northern Gaza, a Hamas health official said more than 80 people were killed on Saturday in twin strikes on Jabalia refugee camp, the territory's largest, including on a UN school sheltering displaced people.

### Hostage talks

The *Washington Post* said yesterday that US mediators were close to a deal between Israel and Hamas to free dozens



AFP

Medics attend to premature babies evacuated from Al Shifa Hospital at the UAE-run hospital in Rafah, Gaza Strip.

### UAE CONVOY SETS OFF FOR GAZA STRIP

A UAE humanitarian aid convoy set off yesterday from Al Arish, Egypt, towards the Rafah Border Crossing, in preparation for its entry into the Gaza Strip. The aid will be distributed under the UAE's supervision as part of the 'Gallant Knight 3' humanitarian operation, launched under the directives of President His Highness Shaikh Mohammad Bin Zayed Al Nahyan to support the Palestinian people in the Gaza Strip.

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of women and children held hostage in Gaza in exchange for a five-day pause in their war that would help boost emergency aid shipments to Gaza civilians, citing people familiar with the matter.

The *Post* had reported on Saturday that a tentative deal had been reached, but this was denied by Israeli Prime Minister Benjamin Netanyahu

and US officials, with a White House spokesperson saying efforts were continuing to clinch a deal. Yesterday, however, Israel's Ambassador to the US Michael Herzog said on ABC's *This Week* that Israel was hopeful a significant number of hostages could be released by Hamas "in coming days".

—Agencies  
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## Interior Ministry, ICP bag highest star rating

Mohammad Bin Rashid announces performance of 124 federal service centres

### DUBAI

BY KHITAM AL AMIR  
Chief News Editor

His Highness Shaikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, yesterday announced the results of the Star Rating System for 124 government service centres operating through ministry premises, call centres, or digital services.

The Star Rating System assessed the performance of these service centres and categorised them based on their quality and efficiency.

The top six places in the ratings were achieved with a prestigious six-star rating, with distinctions going to three centres of Federal Authority for Identity, Citizenship, Customs and Ports Security (ICP) and three centres of the Ministry of Interior. Notably, Al Dhafra Centre of ICP made a remarkable improvement, escalating from a four-star rating to a six-star rating within just one year.

### Poor performers

However, the system also identified underperforming centres. Among these, the service centre at Kalba Hospital was singled out for poor performance.

As a corrective measure, Shai-

### STAR RATING SYSTEM

The UAE Government launched the Global Star Rating System for Services in 2011 to bring about a quantum leap in the efficiency of government services as per global standards. This system was upgraded in 2019 to include contact and service centres, websites and smart applications. Service channels are evaluated and given a classification and evaluation report, which includes results of the customer satisfaction survey and mystery shoppers.

kh Mohammad has ordered the replacement of its director and asked the Director-General of the Emirates Health Services (EHS) to be present at the hospital for the next month to oversee improvement and development of services provided to the public.

Additionally, the Ministry of Energy and Infrastructure Service Centre in Ras Al Khaimah were also listed among the worst-performing centres.

### 60-day deadline

In response to these findings, a 60-day deadline has been set to enhance services at these underperforming centres.

After the deadline, employment contracts of the officials at these centres will be reconsidered, with possibilities of termination or amendment if no significant improvements are made.

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