



# Customer Charter with the Federal Authority for Government Human Resources Website and its Social Media Pages

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## **The purpose of FAHR website and its Social Media pages:**

The Federal Authority for Government Human Resources seeks to make its website and Social Media pages as the central address for government services and information related to Human Resources in the Federal Government. It also seeks through its website and Social Media pages to facilitate procedures, develop the website and make it available for all segments of society.

In principle, FAHR intends through the website and Social Media pages, to achieve the following:

- Provide correct and accurate information, as well as review and update this information according to developments.
- Adopt open data approach (as far as possible) to provide an opportunity for those who wish to use government data .
- Provide information and services via this portal around the clock (24/7).
- Make available multiple channels to communicate with customers, get their comments and opinions, listen to their suggestions on developing services and policies, and enhance the content through revision, updating, etc.
- Provide standard information security adopted worldwide to protect customer data.
- Maintain confidentiality of customer information and not disclose it to any third party outside the government of the United Arab Emirates

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