دليل خدمات «الهيئة»
FAHR Service Catalogue

الإصدار الخامس
يناير 2022

الهيئة الاتحادية للموارد البشرية الحكومية

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التوعية والتدريب

طلب دعم لنظام الموارد

» معارف «

شركاء التدريب المفضلين في الحكومة الاتحادية

طلب اعتماد شركات التدريب

نشر معرفة الموارد البشرية

طلب مقارنة معيارية

طلب التدريب على تشريعات ونظم الموارد البشرية

بنك المهارات الحكومية

طلب دعم فني لمنصة بنك المهارات الحكومية

طلب دعم فني لنظام الموارد

Training Companies Approval Request

Technical Support for Government Skills Bank Portal

Sharing of HR Knowledge

Benchmark Request

Government Skills Bank

Training on HR Legislations and Systems Request

Support of Al Mawrid System

Preferred Training Partners "Maaref"

Training Companies Approval Request
استراتيجية «الهيئة»

الرؤية

كمبتنة حكومية سعيدة ومتقدمة تقوم دولة الإمارات بالقيادة العالمية.

المقدمة

تهدف الهيئة إلى تنمية وتطوير الموارد البشرية في القطاع الحكومي استنادًا إلى المفاهيم الحديثة والمعايير العالمية المتصلة بال управية والكفاءة والشفافية.

FAHR Strategy

Vision

Happy and innovative government human capital that leads the UAE to global leadership.

Mission

Enhancing the competitiveness of the UAE government through achieving career harmony for the Federal Government Human Capital, and by supporting them in increasing their capacity and maximizing their efficiencies, in addition to optimizing the use of systems and to continuously develop innovative solutions to serve them.

Values

Loyalty and Allegiance, Integrity and professionalism, Leadership and team spirit, Determination and perseverance, Participation and cooperation.

Strategic Objectives

• Develop and implement an integrated legislative system for the management of the Federal Government human capital.
• Promote and develop the Federal Government human capital to achieve global leadership.
• Create a happy and motivating work environment for the Federal Government human capital.
• Ensure all administrative services adhere to the quality, efficiency and transparency standards.
• Establish a culture of innovation in the work environment and embed it as an institutional function.

goals of the strategy

• تطوير وتطبيق منظومة تشريعة متكاملة لإدارة رأس المال البشري.
• تعزيز وتطوير نظام رأس المال البشري في الحكومة في الاتجاه 출 حدائق بنية عصرية ومتطورة لرأس المال البشري.
• إصلاح تقدير كفاءة الخدمات الإدارية وفق معايير الجودة.
• ترسيم ثقة البكاء في بنية العمل المؤسسي.

Introduction

FAHR is aiming to develop Human Resources in Government Sector based on the modern concepts and International criteria applied in the field of Human Resources Management.

FAHR is enjoying the independent corporate body and necessary legal competence to resume all works and disposals, which guarantee achieving its objectives as well as achieving Administrative and financial independence and subordinate to the Cabinet.

FAHR has been established in the United Arab Emirates as per Federal Decree Law # 11 for the year 2008 regarding Human Resources issued by His Highness Shaikh Khalifa Bin Zayed Al Nahyan, President of United Arab Emirates.

FAHR is authorized with the powers and general responsibilities related to management of Human Resources of Ministries and Federal Authorities subject to this Decree through a Decree law to formulate ‘a promising future starting point in the field of Development of Human Resources in the Ministries and Federal Government Authorities’.

In particular the Authority is assuming studying and giving proposals of policies and legislation related to Human Resources at the Government level and assisting Ministries to carry out correct execution of the legislation related to Human Resources and ensure that Ministries are obliged with the provisions of this Decree Law and the Rules issued in execution thereof and to consider objections on the resolutions of Grievance Committee and any other specialization assigned to it by the Cabinet.
THE UAE GOVERNMENT CHARTER
FOR FUTURE SERVICES

Human Centered Services

Digital Services by Default

One-time Data Provision

Safe Data and Guaranteed Privacy

Integrated, Varied and Consistent Service Channels

Seamless and Proactive Experience

Listening to Customer’s Voice

Value Added Services

1

2

3

4

5

6

7

8

Government of United Arab Emirates

THE UAE GOVERNMENT CHARTER
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Seamless and Proactive Experience

Listening to Customer’s Voice

Value Added Services

1

2

3

4

5

6

7

8

Government of United Arab Emirates
# قائمة خدمات الهيئة الاتحادية للموارد البشرية الحكومية

<table>
<thead>
<tr>
<th>الخدمة الرئيسية</th>
<th>الخدمات الفرعية</th>
<th>الاتصال</th>
<th>التطبيق الذكي</th>
<th>الاتصال الإلكتروني</th>
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<tbody>
<tr>
<td>نظام إدارة الموارد البشرية</td>
<td>طلب مراجعة واعتماد الهياكل التنظيمية</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>نظام الخصخصة الأولية للموارد البشرية</td>
<td>طلب دعم لنظام تقييم وتوفير الوظائف</td>
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<td>نظام الموافقات الإلكترونية إعتدام – وبب</td>
<td>طلب التحريض على شرعية ونظم المواردة البشرية</td>
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<td>✓</td>
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<td>نظام الموافقات الإلكترونية إعتدام – ياباني</td>
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<td>نظام إدارة الأداء</td>
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<td>نظام تحليل البيانات المؤسسية</td>
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</table>
## The Federal Authority for Government Human Resources Services List

<table>
<thead>
<tr>
<th>Supporting customers in using Bayanati Systems</th>
<th>Technical Support Request</th>
<th>Main Services</th>
<th>Sub-Services</th>
<th>E-Services</th>
<th>Mobile App</th>
<th>Call Center</th>
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<tbody>
<tr>
<td>Core-HR</td>
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<td>Sell Service for Human Resources</td>
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<td>Security Clearance for Entities using Web</td>
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<td>Security Clearance for Local or private Entries (not using (Bayanati)</td>
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<td>Business Intelligence Reports</td>
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<td>Permits System</td>
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<td>Integration with Autonomous (Authorities via (ESB</td>
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<td>Discoverer Report</td>
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</table>

<table>
<thead>
<tr>
<th>Legal Advice</th>
<th>Inquiry about HR legislations</th>
<th>E-Services</th>
<th>Mobile App</th>
<th>Call Center</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<td></td>
<td>Objection to the Grievance Committee Decision Request</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</table>

<table>
<thead>
<tr>
<th>Main Services</th>
<th>Sub-Services</th>
<th>E-Services</th>
<th>Mobile App</th>
<th>Call Center</th>
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<tbody>
<tr>
<td>Organizational Structures Review and Approval</td>
<td>Organizational Structures Review and Approval Request</td>
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<td>✔</td>
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<td>Job Descriptions Review</td>
<td>Job evaluation and description support</td>
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<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Awareness and Training</td>
<td>Training on HR Legislations and Systems Request</td>
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<td>✔</td>
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<tr>
<td>Support of Al Mawrid System</td>
<td>Support of Al Mawrid System</td>
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<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Preferred Training Partners “Maaret”</td>
<td>Training Companies Approval Request</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Sharing of HR Knowledge</td>
<td>Benchmark Request Service</td>
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<td>✔</td>
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</tbody>
</table>
دعم المتعاملين في استخدام أنظمة بياناتي

Supporting customers in using Bayanati Systems
## خدمات طلب الدعم الفني

### Technical Support Request Service

<table>
<thead>
<tr>
<th>Service name: Technical Support Request Service</th>
<th>служба поддержки</th>
<th>وصف</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data</td>
<td>الهدف</td>
<td>خدمات</td>
</tr>
<tr>
<td>Target audience of service</td>
<td>HR departments at the Federal Entities</td>
<td>دوائر الدراسة في الجهات的到来ية من الخدمة</td>
</tr>
<tr>
<td>service type</td>
<td>Sub - Service</td>
<td>نوع الخدمة</td>
</tr>
<tr>
<td>Service classification (Procedural / information)</td>
<td>Procedural</td>
<td>إجرائية</td>
</tr>
<tr>
<td>Priority service</td>
<td>No</td>
<td>لا</td>
</tr>
<tr>
<td>Mandatory access to the service</td>
<td>Optional</td>
<td>اختيارية</td>
</tr>
<tr>
<td>Procedures and documents required from the client</td>
<td>To register or use:</td>
<td>الل🍪سل بالخدمة:</td>
</tr>
<tr>
<td>To register or use:</td>
<td>• The user should be Federal Government or Autonomous Authorities employee</td>
<td>يجب ان يكون المستخدم موظفاً في الحكومة的到来ية</td>
</tr>
<tr>
<td>Enter username and Password</td>
<td>• The user should be registered in Bayanati</td>
<td>يجب ان يكون المستخدم مسجل في</td>
</tr>
<tr>
<td>Determine the type of the required service.</td>
<td>• Enter username and Password</td>
<td>إدارة المواد البشرية في الجهة</td>
</tr>
<tr>
<td>Explain the issue or problem</td>
<td>• Determine the type of the required service.</td>
<td>الاستفسارات والملاحظات من قبل المتعامل:</td>
</tr>
<tr>
<td>Send a support request including inquiry description and attachments (if any).</td>
<td>• Explain the issue or problem</td>
<td>إعداد المسعود وإعادة الطلب والرقم من الخدمة</td>
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<tr>
<td>The average time required to obtain the service</td>
<td>Critical Cases 7 working hours</td>
<td>معدل الوقت للزامنة المطلوبة</td>
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<tr>
<td></td>
<td>High 14 working hours</td>
<td>لطلب الدعم</td>
</tr>
<tr>
<td></td>
<td>Medium 21 working hours</td>
<td>على الخدمة</td>
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<tr>
<td></td>
<td>Normal 35 working hours</td>
<td>顺德</td>
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</tbody>
</table>
### Service name: Technical Support Request Service

<table>
<thead>
<tr>
<th>Data</th>
<th>description</th>
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<tbody>
<tr>
<td>1.</td>
<td>The user chooses the support form including inquiry description and attachments (if any).</td>
</tr>
<tr>
<td>2.</td>
<td>Bayaniyat first level of support reviews the request.</td>
</tr>
<tr>
<td>3.</td>
<td>The first level of support resolve the issue if possible and notify the user via email or mobile notification.</td>
</tr>
<tr>
<td>4.</td>
<td>If any further clarification is requested, first level of support will be requesting the user for additional information.</td>
</tr>
<tr>
<td>5.</td>
<td>If the first level of support were unable to resolve the issue, the ticket will be transferred to the second level of support.</td>
</tr>
<tr>
<td>6.</td>
<td>Second level of support will review the ticket, resolve it accordingly if possible, and close the ticket.</td>
</tr>
<tr>
<td>7.</td>
<td>If the second level of support analysis results found that the request was a new feature or service, the ticket will be transferred to the development department for further planning and execution.</td>
</tr>
<tr>
<td>8.</td>
<td>The user can track his request at any time.</td>
</tr>
<tr>
<td>9.</td>
<td>Once the request is closed, an email or notification will be sent to inform the user.</td>
</tr>
</tbody>
</table>

**The previous procedures period is governed in accordance with the Service Level Agreement document signed with the entity.**

### Procedures after registration

1. **Data**
   - Name
2. **Procedure**
   - Bayaniyat includes inquiry description and attachments (if any).
3. **Procedure**
   - Bayaniyat first level of support reviews the request.
4. **Procedure**
   - The first level of support resolve the issue if possible and notify the user via email or mobile notification.
5. **Procedure**
   - If any further clarification is requested, first level of support will be requesting the user for additional information.
6. **Procedure**
   - If the first level of support were unable to resolve the issue, the ticket will be transferred to the second level of support.
7. **Procedure**
   - Second level of support will review the ticket, resolve it accordingly if possible, and close the ticket.
8. **Procedure**
   - If the second level of support analysis results found that the request was a new feature or service, the ticket will be transferred to the development department for further planning and execution.
9. **Procedure**
   - The user can track his request at any time.
10. **Procedure**
    - Once the request is closed, an email or notification will be sent to inform the user.

#### Application channels
- **Call Center:** 600555224
- **Phone Inquiry Timing:** 2:30 pm
- **Customer Happiness System**
- **Customer Focus:**
  - **Smart Application:** FAHR Smart Application
  - **Live Chat**
  - **Service Availability:** 24/7

#### Languages available
- Arabic
- English
Legal Advice
<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAHR Website:</td>
<td>1. Enter FAHR website, select FAHR's services 2. Click on (Start Service) 3. Add your question or case in related to HR Law &amp; its Executive Regulations 4. Fill out the form by entering all required data accurately 5. Click on (Send) 6. Notification email will be sent to the customer as a receipt of the application/case</td>
</tr>
<tr>
<td>Internal Process:</td>
<td>1. Receive the request through the legal email address 2. Review the request by the legal team 3. Approve the reply by the Senior Management 4. Send the final approved reply to the customer</td>
</tr>
<tr>
<td>Through Customer Happiness System (CRM):</td>
<td>Steps to obtain the service: 1. Login to FAHR Website main page. 2. Then click on the eServices icon 3. Click on legal advice. 4. Click to inquire about human resources legislation. 5. Enter username and PIN (for Bayanati User). 6. Or register if the applicant (not Bayanati User). 7. Respond to the customer through customer happiness system.</td>
</tr>
<tr>
<td>FAHR Smart Application:</td>
<td>1. Download FAHR smart application from smart phone stores 2. Choose the legal services 3. Fill out the form 4. Send a notification receipt email to the customer</td>
</tr>
</tbody>
</table>

**Service name:** HR Legislation Inquiry Service

- **Description / definition of service:** The service is concerned with finding legal solutions to the problems encountered in the practical application of the Human Resources Law and its executive regulations and the articles and decisions that are complementing them.

- **Target audience of service:** All categories of customers (Priority to the Federal Entities' employees)

- **Service type:** Sub-service

- **Service classification:** Informational

- **Priority service:** No

- **Mandatory access to the service:** Optional

**Procedures and documents required from the client:**
- **Services and conditions:**
  - Document the required data accurately to facilitate the process.
  - Ensure the accuracy of the information provided.

**Steps to obtain the service:**
1. Login to FAHR Website main page.
2. Click on the eServices icon.
3. Click on legal advice.
4. Enter username and PIN (for Bayanati User).
5. Or register if the applicant (not Bayanati User).
6. Respond to the customer through customer happiness system.

**Through Customer Happiness System (CRM):**
- **Steps to obtain the service:**
  1. Login to FAHR Website main page.
  2. Click on the eServices icon.
  3. Click on legal advice.
  4. Enter username and PIN (for Bayanati User).
  5. Or register if the applicant (not Bayanati User).

**FAHR Smart Application:**
- **Steps to obtain the service:**
  1. Download FAHR smart application from smart phone stores.
  2. Choose the legal services.
  3. Fill out the form.
  4. Send a notification receipt email to the customer.

**Target audience of service:**
- **All categories of customers (Priority to the Federal Entities' employees)**

**Service type:** Sub-service

**Service classification:** Informational

**Priority service:** No

**Mandatory access to the service:** Optional

**Procedures and documents required from the client:**
- **Services and conditions:**
  - Provide all required data accurately.
  - Ensure the accuracy of the information submitted.

**Steps to obtain the service:**
1. Login to FAHR Website main page.
2. Click on the eServices icon.
3. Click on legal advice.
4. Enter username and PIN (for Bayanati User).
5. Or register if the applicant (not Bayanati User).
6. Respond to the customer through customer happiness system.

**Through Customer Happiness System (CRM):**
- **Steps to obtain the service:**
  1. Login to FAHR Website main page.
  2. Click on the eServices icon.
  3. Click on legal advice.
  4. Enter username and PIN (for Bayanati User).
  5. Or register if the applicant (not Bayanati User).

**FAHR Smart Application:**
- **Steps to obtain the service:**
  1. Download FAHR smart application from smart phone stores.
  2. Choose the legal services.
  3. Fill out the form.
  4. Send a notification receipt email to the customer.
طلب اعتراض على قرار لجنة التظلمات

Service name: Objection to the Grievance Committee Decision Request

<table>
<thead>
<tr>
<th>Data</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description / definition of service</td>
<td>Adjudicating the objections submitted by the federal government employees to the decisions of grievance committees issued from the federal entities</td>
</tr>
<tr>
<td>Target audience of service</td>
<td>All Federal Government Employees</td>
</tr>
<tr>
<td>Service type</td>
<td>Sub-service</td>
</tr>
<tr>
<td>Service classification (Procedural / information)</td>
<td>Procedural</td>
</tr>
<tr>
<td>Priority service</td>
<td>No</td>
</tr>
<tr>
<td>Mandatory access to the service</td>
<td>Optional</td>
</tr>
</tbody>
</table>

اطلاعات الخدمة:
- التظلمات المقدمة من موظفي الحكومة الاتحادية على قرارات لجان التظلم في جهات عملهم
- تعني كلية الأسئلة الإجابة في النظام وإرفاق المستندات الثبوتية للحالة المعروضة أو خطاب رسمي يحتوي (الموضوع - الاسم - الجهة - البريد الإلكتروني - الجنسية)
- متطلبات الخدمة:
  - اللغة العربية
  - اللغة الإنجليزية

Service charges: Free

Application channels:
1. Website
2. Smart phone application
3. Customer Happiness System (CHS)
4. Forums
5. Official letters

Common questions:

Service name: HR Legislation Inquiry Service

<table>
<thead>
<tr>
<th>Data</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the service</td>
<td>HR Legislation Inquiry Service</td>
</tr>
<tr>
<td>Description / definition of service</td>
<td>The average time required to obtain the service: • 5 working days: Repeated inquires • 15 working days: New inquires</td>
</tr>
<tr>
<td>Service requirements</td>
<td>Filling in all compulsory fields in the system and attach the necessary documents including: (Subject / Case, Customer Name, Organization, Email address, nationality)</td>
</tr>
<tr>
<td>Languages available</td>
<td>Arabic, English</td>
</tr>
</tbody>
</table>

Application channels:
1. Website
2. Smart phone application
3. Customer Happiness System (CHS)
4. Forums
5. Official letters

Common questions:

تشريحة الواردات: 
- الموقع الإلكتروني
- تطبيق الهاتف المحمول
- نظام إسعاد المتعاملين
- المجلات
- الخطابات الرسمية

الأسئلة الشائعة:
To receive a grievance committee decision and to submit an objection, follow these steps:

1. Raise a written objection supported by documents and forward it to the Grievance Committee.
2. Provide the committee with documents and make sure to receive a grievance committee decision.
3. Examine the objection and the committee's decision and notify the employee within 30 working days.
4. Hold a meeting to consider the objection and reply and set the grounds for the decision.
5. Provide the members of the committee with a copy of the objection and reply and set the date of the meeting.
6. Hold a meeting to consider the objection and notify the Ministry or the substitute in its place within 30 working days from the date of submission of the objection.

Service name: Objection to the Grievance Committee Decision Request

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Arabic</td>
</tr>
<tr>
<td>Language available</td>
<td>English</td>
</tr>
<tr>
<td>Service charges</td>
<td>Free</td>
</tr>
<tr>
<td>Application channels</td>
<td>FAHR Smart App</td>
</tr>
</tbody>
</table>

Processes after registration:

1. Raise a written objection with the documents and forward it to the Grievance Committee.
2. Provide the committee with documents and make sure to receive a grievance committee decision.
3. Examine the objection and the committee's decision and notify the employee within 30 working days.
4. Hold a meeting to consider the objection and reply and set the grounds for the decision.
5. Provide the members of the committee with a copy of the objection and reply and set the date of the meeting.
6. Hold a meeting to consider the objection and notify the Ministry or the substitute in its place within 30 working days from the date of submission of the objection.

Common questions:

1. What are the criteria for raising an objection?
2. How long does it take to receive a grievance committee decision?
3. What documents are required to submit an objection?
4. What is the procedure after receiving the committee's decision?


https://www.fahr.ae/Portal/ar/fahr-services/legal-advice/objection-to-the-grievance-committee-decision-request.aspx
مراجعة واعتماد الهيكل التنظيمي

Organizational Structures
Review and Approval
### طلب مراجعة واعتماد الهياكل التنظيمية

#### Service name: Organizational Structures Review and Approval Request

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The average time required to obtain the service</td>
<td>5 working days</td>
</tr>
<tr>
<td>Service requirements</td>
<td>Official Letter/Email including:</td>
</tr>
<tr>
<td></td>
<td>1. Old and suggested structures</td>
</tr>
<tr>
<td></td>
<td>2. Departments' responsibilities</td>
</tr>
<tr>
<td></td>
<td>3. Distribution of employees to the organization units</td>
</tr>
<tr>
<td>Languages available</td>
<td>• Arabic</td>
</tr>
<tr>
<td></td>
<td>• English</td>
</tr>
<tr>
<td>Service charges</td>
<td>Free</td>
</tr>
<tr>
<td>Application channels</td>
<td>• Official letter</td>
</tr>
<tr>
<td></td>
<td>• Customer Happiness System (CHS)</td>
</tr>
<tr>
<td>Procedures after registration</td>
<td>Receiving the review request from the entity</td>
</tr>
<tr>
<td></td>
<td>Verifying all documents are available</td>
</tr>
<tr>
<td></td>
<td>Request a meeting with the organizational re-structuring team</td>
</tr>
<tr>
<td></td>
<td>Providing remarks and submitting them to the entity</td>
</tr>
<tr>
<td></td>
<td>Meeting with entity and review the response about the technical team’s remarks (if necessary)</td>
</tr>
<tr>
<td></td>
<td>Raising the final version to the federal committee of organizational structure review and approval</td>
</tr>
<tr>
<td></td>
<td>Provide the committee's recommendations to the entity and raise the final structure after approval of the committee</td>
</tr>
</tbody>
</table>

#### Description / definition of service

- مراجعة الهياكل التنظيمية ما دون الإدارات (اللجان) واعتمادها من القيادة العليا لتقييم وتوسيع الوظائف

#### Target audience of service

HR Departments at the Federal Entities

#### Service type

Sub - service

#### Service classification (Procedural / information)

Procedural

#### Priority service

No

#### Mandatory access to the service

Optional

#### للتسجيل بالخدمة: 

1. يجب أن يكون المستخدم موظفاً في الحكومة الاتحادية
2. يجب أن يكون المستخدم موظفاً في نظام بيانيات
3. يجب تسجيل اسم المستخدم من قبل إدارة الموارد البشرية في الهيئة
4. הרשע תחת המנהל
5. הרשע תחת המנהל
6. הרשע תחת המנהל

#### لإعداد النظام قبل التسجيل أو الاستخدام: 

1. הרשע תחת המנהל
2. הרשע תחת המנהל
3. הרשע תחת המנהל

#### للمستخدمين والوثائق المطلوبة من المتعاملين للتسجيل أو الاستخدام: 

1. הרשע תחת המנהל
2. הרשע תחת המנהל
3. הרשע תחת המנהל

#### التوصيات الزائدة: 

1. הרשע תחת המנהל
2. הרשע תחת המנהל
3. הרשע תחת המנהל

### أسم الخدمة: طلب مراجعة واعتماد الهياكل التنظيمية

<table>
<thead>
<tr>
<th>الوصف</th>
<th>بيانات</th>
</tr>
</thead>
<tbody>
<tr>
<td>إدارات الموارد البشرية في الجهات</td>
<td>القائمة المشتركة من الخدمة</td>
</tr>
<tr>
<td>الوظيف</td>
<td>معلومات الوقت اللازم للحصول على الخدمة</td>
</tr>
<tr>
<td>السرية الرقمية/بريد إلكتروني</td>
<td>متطلبات الخدمة</td>
</tr>
<tr>
<td>اللغة العربية</td>
<td>اللغة الإنجليزية</td>
</tr>
<tr>
<td>فترات طلب الدعم</td>
<td>متتوفرة أيضاً للخدمة</td>
</tr>
<tr>
<td>رسوم الخدمة</td>
<td>إجرائية</td>
</tr>
</tbody>
</table>
مراجعة الأوصاف الوظيفية

Job Descriptions Review
# Job evaluation and description support

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
<th>وظيفة</th>
<th>البيانات</th>
</tr>
</thead>
<tbody>
<tr>
<td>The average time required to obtain the service</td>
<td>7 working days</td>
<td>معدل الوقت اللازم للحصول على الخدمة</td>
<td>7 أيام عمل</td>
</tr>
<tr>
<td>Service requirements</td>
<td>Fill in the service request form in the electronic Email including: 1. Grade, job title and job description 2. Qualifications and years of experience</td>
<td>متطلبات الخدمة</td>
<td>تعبئة نموذج طلب الخدمة عبر النظام الإلكتروني لإسعاد المتعاملين</td>
</tr>
<tr>
<td>Languages available</td>
<td>• Arabic • English</td>
<td>اللغات المتاحة</td>
<td>العربية • الإنجليزية</td>
</tr>
<tr>
<td>Service charges</td>
<td>Free</td>
<td>رسوم الخدمة</td>
<td>مجاني</td>
</tr>
<tr>
<td>Application channels</td>
<td>Customer Happiness System</td>
<td>نظام إسعاد المتعاملين</td>
<td>نظام إسعاد المتعاملين</td>
</tr>
<tr>
<td>Procedures after registration</td>
<td>1. Submitting the service request via the available channels. 2. Reviewing the job titles according to the approved system standards. 3. Submitting to jobs evaluation and description committee for approval 4. Notifying the entity for approval or rejection by an official letter</td>
<td>الإجراءات بعد التسجيل</td>
<td>تقديم الطلب على الخدمة من خلال القنوات المتاحة 2. مراجعة المسميات حسب معايير النظام المعتمدة 3. إرسال الطلب إلى لجنة تقييم وتوصف الوظائف للاعتماد 4. إشعار الجهة المتلقية برفض أو إعتماد طلب رسمي</td>
</tr>
</tbody>
</table>

### Applications and Related Information

- To register: 1. The user should be Federal Government or Autonomous Authorities employee 2. User should be registered in Bayanati 3. User name should be activated by the HR department of the entity
- To use the system by the Customer: 1. Enter the Customer Happiness System 2. Enter user name and Password 3. Choose the service from the service list 4. Explain the request clearly in the service form 5. Send the support documents along with the application

### Categories of Service
- Description / definition of service: Reviewing the job descriptions in accordance with the approved grades and qualification system.
- Target audience of service: HR Departments at the Federal Government Entities.
- Service type: Sub - Service.
- Classification: Procedural / Information.
- Priority service: No.
- Mandatory access to the service: Optional.

### Procedures and Documents Required from the Client

1. Fill in the service request form in the electronic Email including:
   - Grade, job title and job description
   - Qualifications and years of experience
2. Submit the service request via the available channels.
3. Review the job titles according to the approved system standards.
4. Submitting the service request to the jobs evaluation and description committee for approval.
5. Notifying the entity for approval or rejection by an official letter.

### Terms of Service

- REGISTER: 1. The user should be Federal Government or Autonomous Authorities employee 2. User should be registered in Bayanati 3. User name should be activated by the HR department of the entity
- To use the system by the Customer: 1. Enter the Customer Happiness System 2. Enter user name and Password 3. Choose the service from the service list 4. Explain the request clearly in the service form 5. Send the support documents along with the application.
الوعي والتدريب

Awareness and Training
### Training on HR Legislations and Systems Request

<table>
<thead>
<tr>
<th>Data</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data</td>
<td>HR Departments at the Federal Entities</td>
</tr>
<tr>
<td>Target audience of service</td>
<td>Employees of the invited Federal Entities</td>
</tr>
<tr>
<td>The average time required to obtain the service</td>
<td>3 working days</td>
</tr>
<tr>
<td>Service requirements</td>
<td>Fulfill the service requirements by submitting the required in service form in Customer Happiness System: 1. Workshop type, together with identifying the matters intended to be discussed during the workshop; 2. Number of attendees; 3. Location</td>
</tr>
<tr>
<td>Languages available</td>
<td>Arabic, English</td>
</tr>
<tr>
<td>Service charges</td>
<td>Free</td>
</tr>
<tr>
<td>Application channels</td>
<td>1. Email 2. Official correspondences 3. Customer Happiness System</td>
</tr>
<tr>
<td>Common questions</td>
<td>1. How to submit the request: Through the service form in Customer Happiness System. 2. How to follow up the request: By contacting the HR department at the Federal Entities. 3. How to get there: The workshop will be held at the Federal Entities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description / definition of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing awareness workshops to the human resources departments with regard to the matters related to HR systems issued by the FAHR, such as: (Performance management system, training and development system, jobs description and evaluation system, E-learning portal, and workforce strategic planning)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service name: Training on HR Legislations and Systems Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Type</td>
</tr>
<tr>
<td>Service classification</td>
</tr>
<tr>
<td>Priority service</td>
</tr>
<tr>
<td>Mandatory access to the service</td>
</tr>
</tbody>
</table>

**Target Audience:** Employees of the invited Federal Entities

**Service Type:** Sub-service

**Service Classification:** Procedural / information

**Priority Service:** No

**Mandatory Access to the Service:** Optional

**Languages Available:** Arabic, English

**Service Charges:** Free

**Application Channels:** 1. Email 2. Official correspondences 3. Customer Happiness System

**Common Questions:** 1. How to submit the request: Through the service form in Customer Happiness System. 2. How to follow up the request: By contacting the HR department at the Federal Entities. 3. How to get there: The workshop will be held at the Federal Entities.

**Description:** Training on HR Legislations and Systems Request

**Target Audience:** Employees of the invited Federal Entities

**Service Type:** Sub-service

**Service Classification:** Procedural / information

**Priority Service:** No

**Mandatory Access to the Service:** Optional

**Languages Available:** Arabic, English

**Service Charges:** Free

**Application Channels:** 1. Email 2. Official correspondences 3. Customer Happiness System

**Common Questions:** 1. How to submit the request: Through the service form in Customer Happiness System. 2. How to follow up the request: By contacting the HR department at the Federal Entities. 3. How to get there: The workshop will be held at the Federal Entities.
### Service name: Support of Al Mawrid System

<table>
<thead>
<tr>
<th><strong>Data</strong></th>
<th><strong>description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Languages available</strong></td>
<td>Arabic, English</td>
</tr>
<tr>
<td><strong>Service charges</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Application channels</strong></td>
<td>FAHR website (<a href="http://www.fahr.gov.ae">www.fahr.gov.ae</a>), Customer Happiness system (CHS) (<a href="https://www.fahr.gov.ae/CRM/en">https://www.fahr.gov.ae/CRM/en</a>)</td>
</tr>
<tr>
<td><strong>Common questions</strong></td>
<td>How to apply for certified course available in almawrid and how can we pay the fees? Is there courses in English? How to register in Al Mawrid?</td>
</tr>
</tbody>
</table>

### Description / definition of service

The initiative aims to develop the employees’ knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by receiving reliable electronic training, at any time, and from anywhere in the world.

### Target audience of service

Federal government employee

### Service type

Sub-service

### Service classification

Procedural

### Priority service

No

### Mandatory access to the service

Optional

### Procedures and documents required from the client

To register or use:

- Enter the Username (Employee number) and Password (Employee need to assign a new password) on the website of the initiative.

### The average time required to obtain the service

2 working days

### Service requirements

- Requirements for using the service through the website: www.almawrid.ae
- Communicate with a Al Mawrid support team: 04 - 231 9141, 04 - 231 9153, 04 – 231 9123
- Phone Inquiry Timing: From 7:30 am - 2:30 pm

### Target audience of service

Federal government employee

### Service type

Sub-service

### Service classification

Procedural

### Priority service

No

### Mandatory access to the service

Optional

### Procedures and documents required from the client

To register or use:

- Enter the Username (Employee number) and Password (Employee need to assign a new password) on the website of the initiative.

### The average time required to obtain the service

2 working days
Preferred Training Partners “Maaref”
## تطبيق اعتماد شركات التدريب

**Service name:** Training Companies Approval Request

### Service requirements

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>نموذج طلب تسجيل شركات التدريب على موقع معارف، واتخاذ النسخة الموقعة من الشركة.</td>
<td>منطلقات الخدمة بدون شرط من خلال الهيئة.</td>
</tr>
<tr>
<td>تعبئة نموذج تسجيل شركات التدريب على موقع معارف <a href="http://www.fahr.gov.ae">www.fahr.gov.ae</a></td>
<td>شركات التدريب الراغبة بالانضمام لمبادرة معارف.</td>
</tr>
<tr>
<td>البيانات الخاصة بك والعاملين فيها.</td>
<td></td>
</tr>
<tr>
<td>اسم المستخدم وكلمة السر.</td>
<td></td>
</tr>
<tr>
<td>بيانات الشركة (الموافقة، الرفض، أو الرفض السريع.)</td>
<td></td>
</tr>
<tr>
<td>تفاصيل مدربين الشركة.</td>
<td></td>
</tr>
<tr>
<td>تفاصيل الموظفين المتدربين.</td>
<td></td>
</tr>
<tr>
<td>تفاصيل خطوات الشركة.</td>
<td></td>
</tr>
</tbody>
</table>

### Languages available

- العربية
- الإنجليزية

### Service charges

- مجاني

### Application channels

- موقع معارف www.fahr.gov.ae/Portal/ar/fahr-services/maaref-preferred-companies-approval-request.aspx
- البريد الإلكتروني مع إرفاق مذكرة التفاهم

### Procedures after registration

1. يتم استلامطلب مع معلومات الشركة في الهيئة من طرف الإدارة الجمالية.
2. يتم إرسال طلب الرغبة للإدارة الجمالية.
3. يصدر مذكرة التفاهم.
4. يتم إرسال النسالة الموقعة من الشركة إلى الإدارة الجمالية.

### Service classification

- إجرائية / معلوماتية

### Priority service

- لا

### Mandatory access to the service

- اختيارية

### The average time required to obtain the service

- 30 Working Days

---

### Training Companies Approval Request

**Description / definition of service**

- هذه الخدمة تقدم للمؤسسات التدريبية في الهيئة اعتمادًا، يمكن للشركاء التدريب في الهيئة أن يستلموا الشهادات أو الأيزوجرافات التي تتم إعدادها للمؤسسات التدريبية من خلال الهيئة.

**Target audience of service**

- شركات التدريب الراغبة بالتوجه للمؤسسة الإدارية "معارف".

**Service charges**

- مجاني

**Languages available**

- إنجليزية

**Service name:** Training Companies Approval Request

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the service</td>
<td></td>
</tr>
<tr>
<td>Procedure and documents required from the client</td>
<td></td>
</tr>
<tr>
<td>To register or use?</td>
<td></td>
</tr>
<tr>
<td>مدة الوقت اللازم للحصول على الخدمة</td>
<td></td>
</tr>
</tbody>
</table>
Sharing of HR Knowledge
Benchmark Request

**Service name:** Benchmark Request

**Description / definition of service:**
A service that FAHR offers to all Federal Government Entities, local government entities, private sector, and in addition to international entities and companies that would like to look at best practices of the Federal Authority for Government Human Resources and their expertise.

**Target audience of service:**
- All federal Entities
- Local Government
- Private Sector
- International Entities and Companies

**Service requirements:**
- Fill in the form of the service at Customer Happiness System, including the following:
  - Official Letter from the entity
  - Details of the Coordinator
  - Details of the Attendees
  - Suggested Date and Time of the visit

**Languages available:**
- Arabic
- English

**Service channels:**
- Customer Happiness System (CHS)
- Official Letters
- FAHR Smart App
- Benchmark Webpage
- To request for a Benchmark visit: https://www.fahr.gov.ae/CRM/ar/dashboard

**Procedures after registration:**
- Benchmark Visit Scheduled
- Fill a survey of lessons obtained from the benchmark visit
- Visit a Federal Government Entity
- Save the lesson and submit it to the Federal Authority for Government Human Resources

**Languages available:**
- Arabic
- English

**Service type:**
- Sub-service

**Service classification:**
- Informational

**Priority service:**
- No

**Mandatory access to the service:**
- Optional

**Procedures and documents required from the client:**
- List of Attendees and their Titles and Departments
- Benchmark Topics Required
- Contract Details of Coordinators
- Preferred Date & Time

**Benchmark Webpage:**

**To register or use:**
https://www.fahr.gov.ae/CRM/ar/dashboard

**The average time required to obtain the service:**
5 working days

**Languages available:**
- Arabic
- English

**Service requirements:**
- Fill in the form of the service at Customer Happiness System, including the following:
  - Official Letter from the entity
  - Details of the Coordinator
  - Details of the Attendees
  - Suggested Date and Time of the visit

**Languages available:**
- Arabic
- English

**Service channels:**
- Customer Happiness System (CHS)
- Official Letters
- FAHR Smart App
- Benchmark Webpage
- To request for a Benchmark visit: https://www.fahr.gov.ae/CRM/ar/dashboard

**Procedures after registration:**
- Benchmark Visit Scheduled
- Fill a survey of lessons obtained from the benchmark visit
- Visit a Federal Government Entity
- Save the lesson and submit it to the Federal Authority for Government Human Resources

**Languages available:**
- Arabic
- English

**Service type:**
- Sub-service

**Service classification:**
- Informational

**Priority service:**
- No

**Mandatory access to the service:**
- Optional

**Procedures and documents required from the client:**
- List of Attendees and their Titles and Departments
- Benchmark Topics Required
- Contract Details of Coordinators
- Preferred Date & Time

**Benchmark Webpage:**

**To register or use:**
https://www.fahr.gov.ae/CRM/ar/dashboard

**The average time required to obtain the service:**
5 working days

**Languages available:**
- Arabic
- English
بنك المهارات الحكومية

Government Skills Bank
Technical Support for Government Skills Bank Portal

**Service name:** Technical support for Government Skills Bank Portal

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To register and receive the service:</td>
<td>1. Fill in the electronic registration form available through the Government Skills Bank Portal 2. Log-in using the username and password received through the registered email in the form 3. Fill in your personal details in the profile and add your qualifications and specializations In case the users are already registered with Bayanati system, they need to enter their employee number and continue with the same steps mentioned above. For Technical Support of the Government Skills Bank portal: Contact the technical support team through FAHR call center</td>
</tr>
</tbody>
</table>

Describe/definition of service:

- Provide technical support and resolve inquiries from the Government Skills Bank Portal users.

Target audience of service:

- All Ministries and Federal Government Employees

Service type:

- Sub-service

Service classification:

- Informational

Priority service:

- No

Mandatory access to the service:

- Optional

In case the users are already registered with Bayanati system, they need to enter their employee number and continue with the same steps mentioned above.

For Technical Support of the Government Skills Bank portal: Contact the technical support team through FAHR call center.
<table>
<thead>
<tr>
<th>الاسم</th>
<th>الوظيفة</th>
<th>البيانات</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical support for Government Skills Bank Portal</td>
<td>للدعم الفني:</td>
<td>معدل الوقت اللازم للحصول على الخدمة</td>
</tr>
<tr>
<td></td>
<td>الحالات الحرجة 7 ساعات عمل عالي 14 ساعة عمل متوسط 21 ساعة عمل عادي 35 ساعة عمل</td>
<td></td>
</tr>
<tr>
<td>The average time required to obtain the service</td>
<td>Technical support:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Critical Cases 7 working hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>High 14 working hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medium 21 working hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Normal 35 working hours</td>
<td></td>
</tr>
<tr>
<td>Service requirements</td>
<td></td>
<td>متطلبات الخدمة</td>
</tr>
<tr>
<td>• Register in the Government Skills Bank Portal</td>
<td>• التسجيل في منصة بنك المهارات الحكومية</td>
<td></td>
</tr>
<tr>
<td>• Provide the necessary supporting documents upon the request of the technical support team. Example: screenshot of the page.</td>
<td>• توفير الوثائق التي يتم طلبهما من قبل فريق الدعم لاستكمال إجراءات الخدمة بناء على طبيعة الدعم المطلوب، مثل: نسخة من صورة الشاشة</td>
<td></td>
</tr>
<tr>
<td>Languages available</td>
<td></td>
<td>اللغة العربية اللغة الإنجليزية</td>
</tr>
<tr>
<td>• Arabic</td>
<td>• اللغة العربية</td>
<td></td>
</tr>
<tr>
<td>• English</td>
<td>• اللغة الإنجليزية</td>
<td></td>
</tr>
<tr>
<td>Service charges</td>
<td>Free</td>
<td>رسوم الخدمة</td>
</tr>
<tr>
<td>Service channels</td>
<td>Call Center: 600525524</td>
<td>قنوات طلب الخدمة على الحزمة</td>
</tr>
<tr>
<td></td>
<td>Phone Inquiry Timing: 7:00 am to 2:00pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Availability: 24 x 7</td>
<td></td>
</tr>
<tr>
<td>Procedures after registration</td>
<td>Continuous update on the personal profile through the Government Skills bank Portal</td>
<td>الإجراءات بعد التسجيل</td>
</tr>
<tr>
<td></td>
<td>استمرارية التحديث على البيانات الشخصية عبر منصة بنك المهارات الحكومية</td>
<td></td>
</tr>
</tbody>
</table>