

# Itimad

“Itimad” is an electronic approvals system for Ministries and Federal Entities that non-operating Human Resources Management Information System “Bayanati”, and to all Federal Entities to obtain approval for their outsourcing services permits. The system is also implemented in several local government entities, establishments, and private companies in the country.

## Target Groups

“Itimad” System is used by Human Resources Departments in Federal Entities, some local entities, and private establishments in the country.

## Access to Service

The electronic system can be accessed via the Authority’s Website.

## Requirements for activating Service

### The conditions required to obtain the service:

Obtaining electronic approvals through “Itemad ” is **mandatory** for Ministries and Federal Entities as prerequisite for completing some HR transactions.

### The required documents for activating “Itimad” system:

Entities wishing to activate “Itimad” System should send an official letter addressed to the Federal Authority for Government Human Resources.

### Service Follow-up Mechanism:

FAHR conducts training and awareness workshops for Human Resources employees in Ministries and Federal Entities benefiting from the system with the aim of enabling them to use the system and leading them to the outputs that serve their entities. Additionally, the “Authority” provides technical support services for users through the Customer Happiness System (CHS and the Unified Call Center).

## Service Delivery Time

Obtaining electronic approvals for Human Resources transactions usually takes from one to 3 business days, and some transactions may take up to 21 business days.

## Languages Used in Service Provision

The service is available in Arabic.

## Communication Channels

For inquiries and support, you can contact the Authority’s “Etimad” Service Team via:

**Tel:** +97124036030

**E-mail:** [ITIMAD-Support@fahr.gov.ae](mailto:ITIMAD-Support@fahr.gov.ae)

[Start the Service](#)

