

FAHR Provides 3,800 Legal Consultations in 6 Months

Amna Al Mandoos, the Director of the Policies and Legal Affairs Department at FAHR, explained that the legal consultation team has responded to about 3,800 legal consultations received from ministries, federal entities, and the public during the first half of the current year. This was done through various official channels designated for receiving legal consultations, including digital channels such as the “Customer Happiness System”, “FAHR” Smart App, the Virtual Assistant for FAHR’s users “Hamad,” and the unified contact center at 600525524.

She further highlighted that the majority of the legal consultations received by FAHR were through the “Customer Happiness System” available on FAHR’s website (www.fahr.gov.ae) up to 91%, followed by FAHR’s Smart App. Ms. Al Mandoos pointed out that most of the consultations focused on the issues and topics of (leaves, the human resources systems applied at the level of the federal government, their manuals, then allowances, bonuses and contracts).

During the last year, FAHR provided 8,300 legal consultations and conducted 40 workshops, both virtual and in-person, for employees and officials from ministries and federal entities. The purpose of these workshops was to raise awareness among them regarding the human resources policies, legislations, and systems applied at the federal government level and to ensure their proper implementation.

The legal consultation team was formed in 2010 out of the FAHR’s commitment to fostering a sound legal culture regarding legislations, policies, and human resources systems applied at the federal government level.

The team daily reviews inquiries received by FAHR concerning laws, legislations, and human resources policies in the federal government, as well as ministerial decisions, regulations, and rules issued in this regard. The team aims to unify legal opinions on all matters presented to FAHR and document legal principles to streamline and facilitate future work procedures.
