

## **The “Authority” provides 5,400 legal consultations in 9 months**

Amna Al Mandoos, Director of the Policy and Legal Affairs Department at FAHR, confirmed that FAHR’s legal consulting team received 5,430 legal consultations requests from ministries and federal entities, and the public until the end of the third quarter of this year, through various designated official channels, including digital ones such as the Customer Happiness System, the smart application FAHR, the virtual assistant for FAHR’s customers, and the unified call center 600525524. She stated that 70% of the consultations requests received by the legal consulting team were through the unified call center, with 3,800 calls, then the Customer Happiness System available on FAHR’s website [www.fahr.gov.ae](http://www.fahr.gov.ae), and the rest of the channels, with 1,630 requests, noting that a large percentage of the consultations requests focused on human resources systems applied at the level of the federal government, their guides, leaves, bonuses, allowances, and contracts.

FAHR had provided 8,300 legal consultations during the past year alone, and held nearly 40 workshops, both virtual and in-person, for employees and officials of federal ministries and entities, with the aim of raising their awareness of human resources policies, legislation and regulations applied at the federal government level, to ensure their proper implementation.

The Authority Legal Consulting Team was formed in 2010 based on its keenness to create a sound legal culture on human resources legislation, policies and regulations applied at the federal government level.

The team studies daily inquiries received by FAHR regarding human resources laws, legislation and policies in the federal government, ministerial decisions, regulations and by-laws issued in this regard. The team aims to unify legal opinions on all matters presented to FAHR, and document legal principles to streamline work procedures in the future.

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