

HR Legislation Inquiry 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

Start service link

<https://www.fahr.gov.ae/CRM/en/request-service?serviceName=Inquiry%20about%20HR%20legislations>

Service process

1.

[1](#)

FAHR Website

1. Enter FAHR website, select FAHR's services
2. Click on (Start Service)
3. Add your question or case in related to HR Law & its Executive Regulations
4. Fill out the form by entering all required data accurately
5. Notification email will be sent to the customer as a receipt of the application/case

2.

[2](#)

Internal Process

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 a support request including inquiry description and attachments (if any).

3.

[3](#)

Through Customer Happiness System (CRM)

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.

4.

4

FAHR Smart Application

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

service conditions

1. Filling in all compulsory fields in the system and attach the necessary needed documents including: (Subject / Case, Customer Name, Organization, Email address, nationality)

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Service completion duration

(4) working days: Repeated inquires | (12) working days: New inquires

Service fees

Free

Service channels

- FAHR Website
- Customer Happiness System CHS
- FAHR Smart App
- Call Center : 600525524
- Phone Inquiry Timing : 7.30 am - 3.30 pm

Service target audience

All categories of customers (Priority to the Federal Entities' employees)

Service classification

Informational