

HR AI Agent — The UAE Federal Government's AI Assistant for Civil-Service HR Self-Service

AI in the Public Sector · Good practice · United Arab Emirates

Quality score: 40/100

Evidence strength: Moderate

Summary

The UAE's Federal Authority for Government HR launched an AI agent automating 80% of civil servants' self-service HR transactions and instant legal queries for 50,000+ federal employees, saving an expected 170,000 work-hours a year.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	0/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Federal Authority for Government Human Resources \(FAHR\)](#) — accessed 2026-07-13

[FAHR official announcement](#) — accessed 2026-07-13

[Middle East AI News coverage](#) — accessed 2026-07-13

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