





نستخدم المستقبل .. لتطوير حاضرنا

WE USE THE FUTURE TO DEVELOP OUR PRESENT

























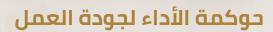








يقوم المركز بتقديم خدمات وزارة الموارد البشرية والتوطين, إلى جانب مجموعة من الخدمات الهامة لعدد من الجهات الحكومية الاتحادية والمحلية تتجاوز 15 جهة.



تخضع جميع مراكز تسهيل إلى اشراف مباشر ومستمر من قبل وزارة الموارد البشرية والتوطين, حيث تتم مراقبة عمليات المراكز وسير العمل فيها من خلال مركز العمليات الرئيسي لدى الوزارة والذي تحرصه من خلاله على أن تقدم هذه المراكز خدماتها بأعلى المعايير ووفق جودة تحقق السعادة والرضا لمتعامليها.







AN IMMEDIATE EVALUATION OF THE QUALITY OF SERVICES

The Ministry has set standards to ensure the quality of service provided, related to the policy of operating the center, including the provision of a system to receive transactions and complaints of customers and offering more than one outlet to perform the service and payment of due fees and adhere to the prices set by the MOHRE and other standards related to the Center, which takes the same procedures across all centers in a manner that provides convenience to the customers. In addition, MOHRE launched through the system of evaluating the quality of services, the immediate evaluation of the centers through three main axes which are the service provided, the center and the service provider. The results of the evaluations are reflected directly through the smart application of the ministry, and MOHRE seeks, through it, for constant development and improvement of these centers' performance.

SERVICES PROVIDED BY THE CENTER

TAS-HEEL provides the services of the Ministry of Human Resources and Emiratisation, as well as a range of important services to a number of federal and local government entities that are more than 15.

PERFORMANCE GOVERNANCE FOR THE QUALITY OF WORK

All TAS-HEEL centers are subject to direct and continuous supervision by the MOHRE. The work and operations of the centers are monitored by the main operations center of the Ministry, which ensures that these centers provide services with the highest standards in accordance with the quality that achieve their customer's satisfaction and happiness.





TAS-HEEL centers are an interface to provide the services of the MOHRE and a number of other government entities. TAS-HEEL centers provide these services by customer happiness advisors from national qualified manpower, which is keen to harness all its potential to serve customers and give an ideal image based on the values of integrity, respect, professionalism and excellence.

GEOGRAPHICAL SPREAD AND WORKING HOURS

For the convenience of the customers and ensure speeding up completion of transactions, the centers are spread throughout the UAE and operates from Saturday to Thursday from 8:00 am to 8:00 pm.



