



Submit Suggestions

About the Service

This service allows customers to submit their suggestions and ideas on various aspects related to MOHAP's scope of work, including the services provided, services provision methods, the work environment, or the employees. MOHAP studies and evaluates these suggestions and responds to the customers

Service Process

- The customer submits his/her suggestion through the available channels.
- The suggestion is assessed, classified, and submitted to the specialized business entity. The customer might be contacted for further details.
- The suggestion is investigated; then the customer will be informed of any decisions.
- If the suggestion is accepted, an implementation plan is created.
- The best suggestions that are implemented are recognized and honored.

Required Documents

- The following information should be provided: Customer name. The proposed suggestion. Customer contact number or email address. The suggestion details when using email, website, live chat or social media channels.

Conditions & Requirements

1. Suggestions shall be related to the MOHAP scope of work. For suggestions/ideas out of MOHAP scope, the customer will be directed to the entity concerned
2. MOHAP is committed to maintaining the confidentiality of information submitted by customers.

Service completion duration

- Normal suggestion: within 14 working days
- Complex suggestion: within 30 working days

Service fees

Service channels

Service locations

- MOHAP Website: www.mohap.gov.ae
- MOHAP Smart App
- Email: info@mohap.gov.ae

Support

- Email: info@mohap.gov.ae

- Call Center: 80011111

Payment channels

- None - Service is free

Target audience

- The service is available for all customers

Resources

- [Infographic - Submit Suggestions Pdf 359KB](#)

Department name

Customer Happiness

Sector name

Support Services

Main service

Customer Care

Service Code

110-49-001-000

Service Classification

Transactional

Sub Service Type

Variation

Service Type

Government to Business - Government to Customer

Notes

Suggestions shall be related to the MOHAP scope of work

Sustainable Goals

Good Health And Well-Being