



# 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](http://www.mohap.gov.ae)
- MOHAP Smart App
- Email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)

## Support

- Email: [info@mohap.gov.ae](mailto: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