



## Submit Inquiries

### About the Service

This service provides individuals or organizations with answers and responses to their queries and provides clarification about various aspects related to MOHAP's scope of work, including the services provided, service provision locations, the status of transactions and general inquiries about MOHAP functions. The Ministry uses this service to reply to all such inquiries

### Service Process

- The customer submits his/her inquiry through any of the available channels
- If the inquiry is received through any of the direct channels (call center, service provision center or live chat), the reply will be made directly, providing the answer is available
- If the answer is not available, the concerned department will be contacted to reply to the inquiry, and the customer then get the feedback within 2 working days
- If the inquiry is received through other channels (website, e-mail or social media), the customer will receive the feedback within 2 working days

### Required Documents

- The required information includes: Customer name Customer contact number or email address The inquiry details when using email, website, live chat or social media channels

### Conditions & Requirements

1. Inquiries should be related to MOHAP's scope of work. In cases of inquiries outside of MOHAP's scope , the customer will be redirected to the entity concerned
2. MOHAP is committed to maintaining the confidentiality of information provided by customers

### Service completion duration

- MOHAP Website: within 2 working days.
- MOHAP Smart Application: within 2 working days.
- The UAEs Centralized Portal for your observations, suggestions and Inquires: within 2 working days.
- Live Chat: immediate, providing the response if available.
- Social Media Channels: immediate, providing the response if available.
- Email: within 1 working days.
- MOHAP Call Center: immediate, providing the response if available.
- Customer Happiness Centers: immediate, providing the response if available.

### 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

- [User Manual](#)
- [Infographic - Submit Inquiries - PDF 359KB](#)

## Department name

Customer Happiness

## Sector name

Support Services

## Main service

Customer Care

## Service Code

110-49-003-000

## Service Classification

Informational

## Sub Service Type

Variation

## Service Type

Government to Business - Government to Customer

## **Related Services**

- This service is not linked to any other services

## **Service Bundle**

This service is not linked to any bundles

## **Number of Users**

138

## **Number of Transactions**

106

## **Notes**

Inquiries must be related to the MOHAP scope of work

## **Sustainable Goals**

Good Health And Well-Being