

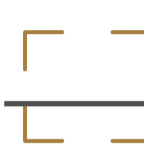







## Customer Service - Inquiries

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.

 <b>Department name</b> Customer Happiness	 <b>Sector</b> Support Services	 <b>Main Service</b> Customer Care	 <b>Service Code</b> 110-49-003-000
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 <b>Service Classification</b> Informational	 <b>Variation / Auxiliary</b> Variation	 <b>Service Type</b> Government to Business Government to Customer
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## Service Process

- 01 The customer submits his/her inquiry through any of the available channels.
- 02 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.
- 03 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.
- 04 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

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



## Requirements & Conditions

- 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.
- MOHAP is committed to maintaining the confidentiality of information provided by customers.

## Service Channels



MOHAP Website: [www.mohap.gov.ae](http://www.mohap.gov.ae)



MOHAP Smart App

## Resources

- User Manual



### Average Service Time

Urgent complaints: Within 1 working day

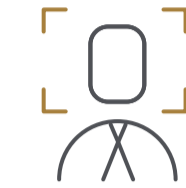
Normal complaints: Within 5 working days

Complex complaints: Within 14 working days



### Payment channels

None - The service is free



### Target Audience

The service is available for all customers



### Service Locations

MOHAP Website  
[www.mohap.gov.ae](http://www.mohap.gov.ae)

MOHAP Smart App



### Related Services

This service is not linked to any other services



### Service Bundle

This service is not linked to any bundles



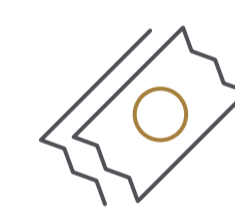
### Contact Details

#### Email

[info@mohap.gov.ae](mailto:info@mohap.gov.ae)

#### Call Center

800111111



## Service Fees

Free

## Sustainable Development Goals



## Notes

Inquiries must be related to the MOHAP scope of work.

## FAQs

None.