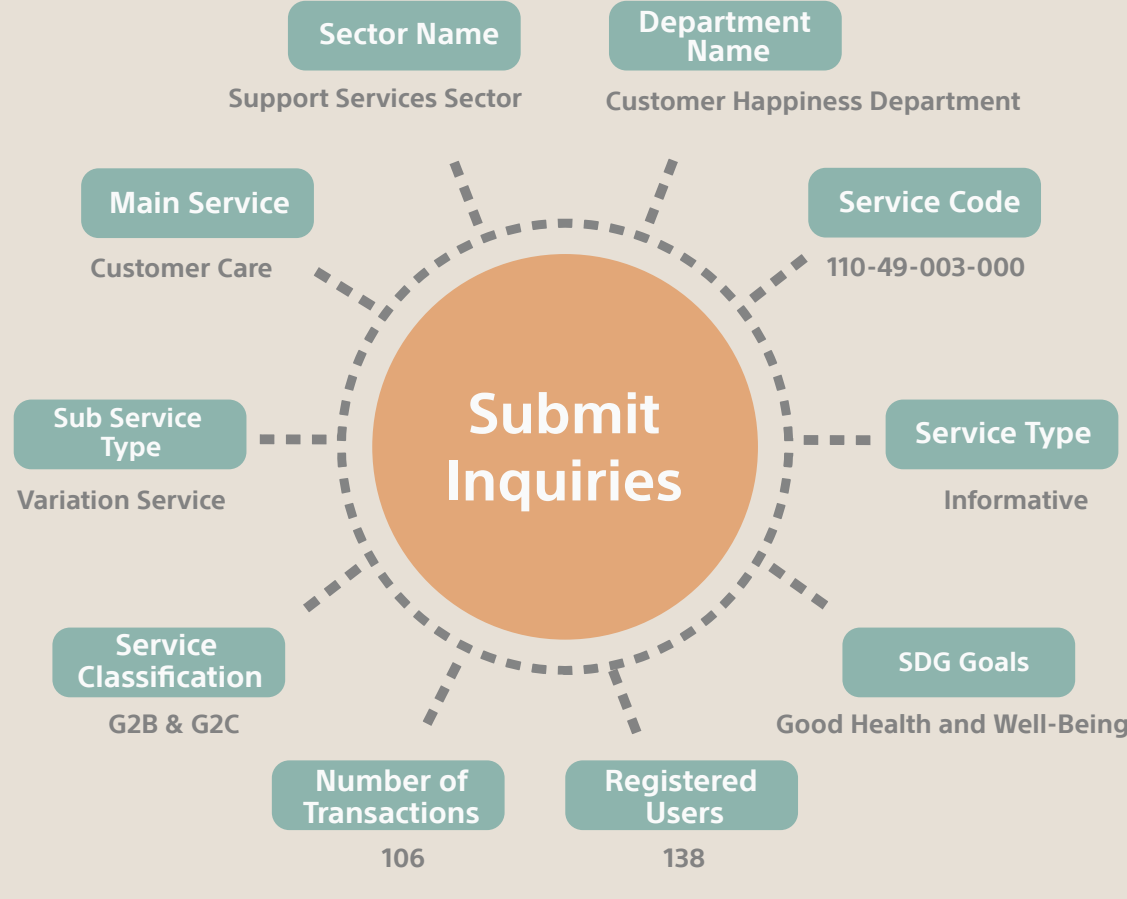


# Submit Inquiries



## Service Description

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.



## Target Audience

The service is available for all categories of customers.



## Service Accomplish Time

1. Call Center: immediate, providing the response if available
2. Service Provision Centers: immediate, providing the response if available
3. Email: within 1 working days
4. Website: within 2 working days
5. Live Chat: immediate, providing the response if available
6. Social Media Channels: immediate, providing the response if available

## Support

N/A



## Service Channels

1. Call Center
2. Service Provision Centers
3. Email Address
4. MOHAP Website
5. Live Chat
6. Social Media Channels
7. MOHAP Smart Application



## Service Fees

Free



## Relates Service

This service is not linked with any other service.



## Conditions and Requirements



- 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



## Required Documents

The required information includes:

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

## Service Locations



1. MOHAP Call Center: 80011111
2. Service Provision Centers in the UAE available through the following links:  
<https://www.mohap.gov.ae/en/aboutus/Pages/CSC/Home.aspx>
3. Email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)
4. MOHAP Website: <https://ncrm.government.ae/ncrmstorefront/ncrm/ar/?lang=ar>
5. Live Chat available through website
6. MOHAP social media channels available through the following link:  
<https://www.mohap.gov.ae/ar/Pages/User-scaredepartment.aspx>
7. MOHAP Smart Application

## Procedures and Steps



1. The customer submits his/her inquiry through any of the available channels
2. If the inquiry is received through any of the direct channels (call center, Customer Happiness center or live chat), the reply will be made directly, providing the answer is available
3. 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
4. If the inquiry is received through any of the indirect channels (website, e-mail or social media), the customer will receive the feedback within 2 working days

## FAQs



### 1. Is it possible to file a complaint with the Ministry of Health and Prevention?

Yes, of course you can file a complaint with the Ministry of Health and Prevention, as the Ministry has a clear policy on dealing with complaints and finding solutions.

Fairness, objectivity and confidentiality are taken into consideration.

You can file a complaint through any of the following channels:

- National Customer Relationship Management Programme (NCRM)
- Enquiries email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)
- MOHAP's free call center number: 80011111
- Nationwide Customer Happiness Centers
- MOHAP's Social Media Channels
- Live Chat

### 2. How is the fairness of complaints addressed?

The Ministry of Health and Prevention has assigned trained employees to meet the needs of its customers. Their main tasks are to follow up on customers' requirements and handle their complaints and suggestions. These trained employees are completely independent from the sectors that provide the services. MOHAP has also provided an integrated system to handle complaints by implementing the requirements and conditions of the ISO 10002:2018 International Standard.



## Service Bundle

This service is not linked with any bundle.