


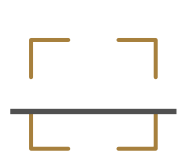







Customer Service - Submit Suggestions

This service enables 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.

 Department name Customer Happiness	 Sector Support Services	 Main Service Customer Care	 Service Code 110-49-001-000
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 Service Classification Transactional	 Variation / Auxiliary Variation	 Service Type Government to Business Government to Customer
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Service Process

- 01 The customer submits his/her suggestion through the available channels.
- 02 The suggestion is assessed, classified, and submitted to the specialized business entity. The customer might be contacted for further details. The customer might be contacted for further details.
- 03 The suggestion is investigated; then the customer will be informed of any decisions.
- 04 If the suggestion is accepted, an implementation plan is created.
- 05 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



Requirements & Conditions

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

Service Channels



MOHAP Website: www.mohap.gov.ae



MOHAP Smart App

Resources

None

FAQs

None.



Average Service Time

Normal suggestion:
Within 14 working days

Complex suggestion:
Within 30 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

- MOHAP Smart App



Related Services

This service is not linked to any other services



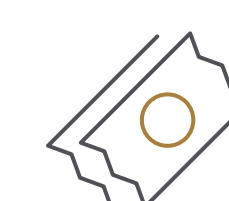
Service Bundle

This service is not linked to any bundles



Contact Details

Email
Info@mohap.gov.ae
Call Center
80011111



Service Fees

Free

Sustainable Development Goals



Notes

Suggestions shall be related to the MOHAP scope of work