UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION

الإمارات العربية المتحدة
وزارة الصـــحـــة ووقـــايـة المـــجـتـمـع

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

Main service

Customer Care

Service code

110-49-003-000

Service classification

- Government to customer
- Government to business

Service type

Informational

Service process

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, service provision 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

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.

Payment channels

None - service is free

Target audience

The service is available for all customers

Service locations

MOHAP Website:
www.mohap.gov.ae
MOHAP Smart App
Email: info@mohap.gov.ae

Support

Email: info@mohap.gov.ae
Call Center: 80011111

Service fees

| 4 | If the inquiry is received through other channels (website, e-mail or social media), the customer will receive the feedback within 2 working days | Free |

Required documents

1. 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 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

Service channels

1. MOHAP website: www.mohap.gov.ae

2. MOHAP smart app

Resources

- User Manual-188.pdf

- Infographic - Submit Inquiries.pdf

SDGs Goals