

Part	Subject	Text
First 1	Individuals Services	This part of services manual includes services provided to individuals by MOHAP through customer happiness centers, this includes also transactional services for patients or health specialists, and any other category of individuals.
Second 2	Business Services	This part of services manual includes services provided by MOHAP through customer happiness centers to business sector (companies, medical and pharmaceutical establishments).
Third 3	Government Services	This part of services manual includes services provided by MOHAP to Government sector federal or local, media or similar.
Forth 4	Suppliers Services	This part of services manual includes services provided by MOHAP to suppliers.
Fifth 5	Society Services	This part of services manual includes services provided by MOHAP to society.
Seventh 6	Customer Care Services	This part of services manual includes services provided by MOHAP with regard to customer happiness, customer care requested by all categories(individuals, companies, business sector, institutions and patients) that includes complaints and inquiries.