

Submit Inquiries

About the Service

This service provides individuals or organizations with answers and responses to their queries and provides clarification about various aspects related to EHS' scope of work, including the services provided, service provision locations, the status of transactions and general inquiries about EHS functions. The EHS uses this service to reply to all such inquiries.

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Service Process

- The customer submits his/her inquiry through any of the available channels
- 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
- 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
- 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

- 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 & Requirements

1. Inquiries should be related to EHS's scope of work. In cases of inquiries outside of EHS's scope , the customer will be redirected to the entity concerned
2. EHS is committed to maintaining the confidentiality of information provided by customers

Service completion duration

- Call Center: immediate, providing the response is available
- Service Provision Centers: immediate, providing the response is available
- Email: within 2 working days
- Website: within 2 working days
- Live Chat: immediate, providing the response is available
- Social Media Channels: immediate, providing the response is available

Service Fees

Free

Service channels

Service Delivery Centers

Call Center

Email

Live Chat

Social Media Channels

Service locations

- Call Center: 8008877
- Healthcare Facilities in the UAE available through the following links: www.ehs.gov.ae/en/services/health-care-facilities
- Email: info@ehs.gov.ae
- EHS Website
- Live Chat available through website
- EHS social media channels

Support

info@ehs.gov.ae

Target audience

- The service is available for all categories of customers.

Department name

Customer Happiness Department

Sector name

Finance & Support Services Sector

Main Service

Customer Care

Service Code

400-35-003-000

Service Type

Transactional

Sub Service Type

Variation

Service Classification

Good Health And Well-Being