

E-Service Level Agreement

The E-Service Level Agreement on the Ministry of Health's (MOH) Portal aims at clarifying and assessing the quality of services provided through the various systems and services, as well as the duties and rights of both the Ministry and the beneficiary.

As such, it is a clear and unambiguous agreement between the Ministry and whoever deals with it, whether the other party was aware of the agreement or not.

Therefore, merely benefitting from any of the services covered by this agreement is reckoned an implicit and explicit consent by the recipients of such services, to all provisions of this agreement, without prejudice to any other agreements that may be covered by the provision of that service.

Beneficiary's rights and duties:

1. The beneficiaries' requests shall be handled fairly and confidentially. And they shall be answered properly through the system and via the mobile phone and email, whenever it is necessary.
2. The Portal allows the user to create an account, through which he can apply for services and benefit from the systems and applications offered by the Portal, as well as tracking his/her messages.
3. Registration should be identical to the ID information. The entered data must be correct and accurate. Lack of correctness or accuracy might lead to the exclusion of the request.

4. The applicant shall bear full responsibility for his/her choices and the service-regulating regulations. Any violating requests shall be excluded.
5. In case you are accepted, you shall be notified via the email address you have registered on the system, as well as a text message to your mobile phone. Also, you can access your account on the MOH Portal to inquire about the status of the request.

Ministry's rights and duties:

1. Valid messages and requests shall be handled, and their senders shall be contacted within the prescribed response period, which might increase or decrease, though, depending on the situation.
2. Failure to deal with the incoming messages and requests from beneficiaries shall be questioned.
3. The MOH Portal administration shall maintain the justice and privacy rules while dealing with beneficiaries' requests.
4. The MOH Portal administration has the right to cancel or suspend any submitted request, without giving any reasons.
5. The MOH Portal administration has the right to exclude non-conforming requests or the ones containing incorrect information.
6. The MOH Portal administration has the right to temporarily deactivate some services or systems for maintenance or other reasons.