



# SERVICE CHARTER

This Service Charter describes our commitment to service and outlines the overall standards of service you can expect from the Ministry of Health.



## VISION

Together as a nation for excellence in health.



## MISSION

To ensure nation's participation in attaining excellence in quality health services, in an affordable, equitable and accessible manner leading to a healthy population.



## CORE VALUES

**Human Rights** - Commitment to health as a human right in all policies, programs and services.

**Equity** - Provide assurance that the health system provides equitable access to health services that is responsive to age, gender, ethnic and socio-economic situation of the individual.

**Inclusion** - Emphasize collaboration and partnerships in health to ensure coverage of all segments of population's health.

**Accountability** - Rely upon transparent and evidence-based decision-making at all levels towards achieving health gains.

**Sustainability** - Ensure commitment to efficient use of resources and effective delivery of health services that are responsive to epidemiological and population health needs.

**Professionalism** - Offer competent health personnel with commitment to ethical and moral obligations of health care.

## GOAL

Enhance health and wellbeing of the population



## We commit to:



Offering you professional services that meet the required standards.



Keeping to the timelines set for each type of service.



Identifying ourselves when we speak to you.

## Our Minimum Service Standards

- ☑ Responding to your telephone and written enquiries promptly and politely
- ☑ Providing clear, comprehensive, accurate, and timely information.

## Customer Feedback

We strive to improve our services and facilities and we encourage you to provide us with your feedback. You can send your queries to: [moh@health.gov.mv](mailto:moh@health.gov.mv)