Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
1	Assess the employee immediately after service completion via the link.	Evaluation via supervisors and Tawasul app only.	In coordination with the Cabinet	September 2023	Improved employee performance by 90%.
2	Launching 7 new platforms (self-service kiosks for eKey and ID card chip updates) across the Kingdom.	Platforms were only in Customer Service Centers.	ID Card Directorate + Tawasul	October 2023	Reduced Customer Service Center visits by 40%.
3	Assign employees to check and inspect malfunctioning devices at the center daily.	Devices malfunction without notification to relevant entities.	Tawasul	November 2023	Achieved 90% success in malfunction prevention and quick system repairs.
4	Launching remote services on the website.	Offer assistance via phone or in-person visits.	Evaluation Committee Requirements	November 2023	Cut visitor numbers by 50%.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
5	Train customers to use eServices at customer service centers.	Promote eService via the website.	Executive Vice President	July 2024	Increased eService applications by 50%.
6	Set up the customer centers' areas in Isa Town Customer Service Center.	Improve the Center's customer experience.	Executive Vice President	July 2024	Enhanced customer experience by 80%.
7	Update the user guide and workflow charts.	Adjust requirements for some services.	Executive Vice President	August 2024	Clarified procedures by 97%.
8	Track time and resources lost during system/service outages.	Enhance services during system or service outages.	Executive Vice President	August 2024	Improved outage response by 80%.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
9	Add QR codes for complaints and suggestions.	Provide alternatives to suggestion and complaint boxes.	Executive Vice President	August 2024	Improved suggestions and complaints service by 50%.
10	Update service information and requirements on the iGA website.	Update service requirements on the website.	Executive Vice President	August 2024	Facilitated website accessibility by 80%.
11	Maintain Customer Service Centers' facilities.	The visitors' prayer room needs maintenance.	Management + Tawasul	September 2024	Improved customer experience by 99%.
12	Print ID card statement with a QR code.	Facilitate statement verification with a QR code for service providers.	Management	October 2024	Will simplify statement verification.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
13	Renew ID cards for senior citizens aged 70 and above.	Proposal to improve ID card renewal for seniors by sending a text link for direct renewal and payment.	Management	October 2024	Will improve accessibility for this category by 90%.
14	Improve procedures for GCC nationals: Include photo, fingerprint, and signature upon card activation.	A proposal to enhance GCC card procedures. Improvements and identification procedures were implemented in collaboration with relevant entities.	Upper Management	December 2024	Will improve accessibility for GCC nationals by 90%.
15	Introduce the revamped ID card.	A proposal to enhance the ID card.	Upper Management	December 2024	In progress: Will enhance ID card by 50%.
16	Enhance the ID card notification service.	A proposal to develop statement and notification services.	Executive Vice President	December 2024	In progress: will facilitate use for customers by 70%.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
17	Enhance the ID card printing system.	Printer malfunction.	Management	December 2024	In progress: Will reduce printer malfunctions by 95%.
18	Allow customers aged 60 and older to visit centers without an appointment.	Proposal to improve services for senior citizens.	Tawasul + Complaints and suggestions box	December 2024	Will achieve over 96% transaction completion for this category
19	Add a QR code for ID card service requirements.	Proposal to simplify services for visitors.	Management	December 2024	Will make requirements 97% clearer for customers.
20	Run a public awareness campaign for ID card services.	Lack of awareness among some visitors.	Management + Supervisors	December 2024	Will ease access for customers by over 95%.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
21	Add a dedicated option for seniors and people with disabilities at the ticketing machine for quick service at office "Number 18" without a prior appointment.	Proposal under review by the department head and programmers.	Improvement proposal and identification team	December 2024	Will expedite service by 98%, prioritizing this category.
22	Add a ticketing option for the Units & Facilities Department and designate a specific office for them.	Proposal under review by the department head and programmers.	Improvement proposal and identification team	December 2024	Will speed up this specialized service by 98%.
23	Adjust the glass barrier gap to improve communication between the employee and customer.	Occasional communication issues between client and employee.	Cabinet Evaluation Comments	Q1 of 2025	Will improve communication with customers by 98%.
24	Address difficulty with writing on the electronic signature pad.	Occasional difficulty in signing on the electronic signature pad.	Cabinet Evaluation Comments	Q1 of 2025	Will expedite transaction completion by 95%.

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Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
25	Deliver ID cards via courier services instead of postal mail.	Occasional delays in mail delivery.	Management + Complaints and suggestions box + Tawasul	Q1 of 2025	Will speed up card delivery by over 96%.
26	Extend the ID card renewal period from one to three months to align with the policy for Bahraini citizens traveling with documents requiring three-month validity.	Proposal under review by the department head and programmers.	Improvement proposal and identification team	Q1 of 2025	Will ease access for customers by 97%.
27	Coordinate with Bahrain Mobility International Center to provide a video contact number for direct communication with deaf or mute individuals at service centers.	Proposal under review by the department head and programmers.	Improvement proposal and identification team	Q1 of 2025	Will ease access for customers by 99%.
28	Eliminate the photo requirement for ID card renewals for seniors aged 70 and above.	Proposal under review by the department head and programmers.	Cabinet's initiative to enhance 500 services	Q1 of 2025	Will ease access for customers by 98%.

Services enhancements based on clients valuable feedback 2024

All Identity and Civil Registry Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
29	Record the employment status (e.g., work, resignation, termination, retirement) and educational qualifications for all employees within security entities.	Proposal under review by the department head and programmers.	Management	2025	Will ease access for customers by 95%.
30	Integrate with Nationality, Passports and Residence Affairs (NPRA) to update nationality in the Civil Registry Services system upon passport issuance.	No nationality update.	Executive Vice President	2025	Will improve the accuracy of passport information by 98%.
31	Collaborate with the Ministry of Justice, Islamic Affairs, and Waqf on child custody data coordination.	No integration for child custody.	Executive Vice President	2025	Will ease access for customers by 97%.

Services enhancements based on clients valuable feedback 2024

Birth & Death Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
1	Reduce visits from twice to once for issuing a birth certificate by court order or judicial ruling from Bahraini courts.	Two visits required.	Cabinet's initiative to enhance 500 services	Final Quarter of 2024	Reduce visits by 50%.
2	Reduce visits from twice to once for issuing a death certificate by court order or judicial ruling from Bahraini courts.	Two visits required.	Cabinet's initiative to enhance 500 services	Final Quarter of 2024	Reduce visits by 50%.
3	Revise and adjust three birth/death notification forms.	In progress.	Executive Vice President	Final Quarter of 2024	Ease the process for customers by 80%.
4	Report birth incidents in hospitals.	Under review by the relevant entity.	Upper Management	2025	Prevent birth office visits if reported on time by 98%.

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Services enhancements based on clients valuable feedback 2024

Birth & Death Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
5	Register births within six lunar months through hospitals in the National Births Registration System.	Registration difficulty.	Upper Management	2025	Improve registration for this category by 95%.
6	Submit requests for duplicate birth certificates electronically for record archival search.	In-person Center visit required.	Management	2025	Reduce in-person record search requests by 70%.
7	Send death certificates via email.	Certificate is printed.	Management	2025	Reduce paper printing by 95%.
8	Submit requests for duplicate death certificates electronically for record archival search, eliminating in-person visits.	In-person Center visit required.	Management	2025	Reduce in-person record search requests by 70%.
9	Create a brochure for hospitals to inform expectant mothers about necessary birth registration documents.	Proposal to simplify processes for customers.	Executive Vice President	2025	Increase document awareness by 98%.

Services enhancements based on clients valuable feedback 2024

Building and Organization Address Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
1	Develop the system with the Ministry of Municipalities without maps	Provide maps	Management	October 2023	Ease process for customers by 97%.
2	Launch a system linking the Ministry of Municipalities Affairs and Agriculture with the Information & eGovernment Authority (new municipality system)	Long timeframe for application	Management	August 2024	– Reduce duration for issuance of address certificate to a maximum of 15 minutes per customer as application is processed before their visit – 2,520 applications were processed via the new system – Streamline process for citizens by offering eService using eKey – 99% reduction in duration
3	Adopt municipal form, building permits, and property ownership documents using QR Code	Form has no QR code	Management	August 2024	Ease process for customers by 97%.

Services enhancements based on clients valuable feedback 2024

Birth & Death Services

	Suggested Enhancement Measure	Previous Process	Source of Feedback	Date	Enhancement Measure Result
4	Standardize building classifications	Differences in classifications	Deputy CE	2025	Ease process for customers by 97%.
5	Standardize unit classifications	Differences in classifications	Deputy CE	2025	Ease process for customers by 97%.
6	Conduct field surveys to reclassify some unit classification options	Requires more precision	Deputy CE	2025	Ease process for customers by 97%.
7	Conduct census of food trucks with General Directorate of Traffic	Depends on classification requirement	Deputy CE	2025	Reduce paper printing by 95%.

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