



Customer Council for Modification of Birth Certificate Details

(Individuals) Date: 01/05/2024

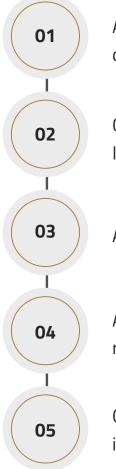
Strategy and Future Department – Leading services and User Experience Section

Subject: Customer Council for Modification of Birth Certificate Details

Brief

Date: 01/05/2024 Audience: Individuals **Service:** Modification of Birth Certificate Details





A meeting with customers is scheduled as per the customer communication plan.

Customers are selected based on the data provided by the IT Department.

A formal invitation is sent to the participants and internal partners

A meeting is conducted with the customers to address their requirements and document their recommendations

Customer insights are recorded in the feedback register and the implementation is monitored

Agenda





Opinions, Recommendations and Suggestions

Amend the service card and raise awareness on social media channels about the facilities providing the service

Promote the service and communicate directly with the service owners at MOHAP and health centers.



MINISTRY OF HEALTH & PREVENTION

شكراً لمشاركتكم في الجلسة Thank you for participating in the session