



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer Council for Modification of Birth Certificate Details

(Individuals)

Date: 01/05/2024

Brief

Subject: Customer Council for Modification of Birth Certificate Details

Date: 01/05/2024

Audience: Individuals

Service: Modification of Birth Certificate Details



Steps and Procedures

01

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

02

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

03

A formal invitation is sent to the participants and internal partners

04

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

05

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.



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شكراً لمشاركتكم في الجلسة
Thank you for participating in the session