



### Development Action Plan based on 2023 feedback

The procedures for the development action plan are established through management meetings and proposals from supervisors and employees. This includes suggestions and complaints received by management through the Suggestions and Complaints Box or via the Tawasul platform.

Development	Executors	Date	Notes Sources	Status	Effect	
1	Placing a QR code on the birth certificate issued by the iGA	ID Card Administration + Developers	2023	A management proposal to facilitate the birth certificate verification process	Previously, it was necessary to bring the original copy. Currently, the certificate can be accessed by scanning QR code via a mobile phone.	Achieved a 100% rate in eliminating the requirement to bring documents to the relevant authorities.
2	Developing a new postal system: when inquiring about the card, the customer will be shown its location and mail process status (ready for distribution - ready for collection - still in the post)	ID Card Administration + Postal Services Regulator	2023	Suggestions and Complaints Box + Social media channels	Clients were previously unable to view the status of their card in the mail when making inquiries.	Contributed to an 80% reduction in delays.
3	Deploying professionals to inspect and monitor defective devices in the hall daily	ID Card Administration	2022	Tawasul system	Devices malfunctioned when used by clients.	Played a significant role in resolving or preventing malfunctions in record time, contributing to a 90% success rate.
4	Adding the service of attaching declarations on the website	ID Card Administration + Developers	2022	Supervisors + Social media channels	The process involved printing and completing declarations, which were submitted at the center.	98% reduction in customer attendance at the centers and enabling transactions to be completed online.
5	Adding the service of online updates to the education category of civil service records	ID Card Administration + Developers	2022	Supervisors	It was mandatory to bring certificates to the center to update education information in the civil records.	Reduced center attendance for the purpose of updating the education category by 97%.