Digital participant report (Co-creation)

Digital participant title: Customer Councils: Service Design - Renewing Car Registration

Attendees: 17

Customer Categories: Employees and customers

Date: 5/9/2024

Development Initiatives

•Identifying and listing challenges and improvement opportunities for the service.

•Coordinating with relevant parties from service owners and other sectors in the ministry to move forward with service enhancements.

Session Outcomes - Challenges and Obstacles

1 .Vehicle inspection congestion leads to delays in completing the service.

2 .The service is unavailable at shopping malls nationwide.

3 .Payment options are limited.

4 .Insufficient information regarding black points.

Development ideas

1 .Introduce payment options through installment platforms like Tabby and Tamara.

2 .Enable payment via ATMs.

3 .Allow family members to represent elderly customers in the registration renewal process.

4 .Offer telephone support services for elderly customers.

5. Standardize the vehicle registration renewal process across all emirates for consistency and efficiency.

Result:

The service was implemented as part of the Zero Bureaucracy program.

Standardizing vehicle registration renewal procedures across all emirates.

Appendices: