



Digital participant report (Co-creation)

Digital participant title: Customer Councils: Service Design - Certificate for Whom It May Concern for Lost Documents

Attendees: 10

Customer Categories: Employees and customers

Date: 29/8/2024

Development Initiatives

- Identifying challenges and development 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. Requirement for a letter of no objection from the sponsor to request a lost passport.
2. Absence of introductory videos explaining service procedures and providing key information.
3. Customers are frequently asked to provide copies of lost documents, even though these documents are unavailable to them.
4. Payment options are limited to electronic payments or Apple Wallet.
5. No proactive tracking system providing customers with all information about their service request, including the status and expected completion time.
6. Certificates are not emailed to customers and are instead sent via SMS to their phone number.

Development ideas

1. Remove the requirement for a no-objection letter from the sponsor for lost passport requests. Customers should be able to submit the request directly, with an optional notification sent to the sponsor regarding the submission.
2. Add a video to the Ministry of Interior app explaining the service's procedures, associated fees, and expected service completion time.



3. Eliminate the need for customers to provide copies of lost documents, as all necessary document data is already accessible through their identity information.
4. Introduce new payment methods, such as phone credit deductions or platforms like Tabby and Tamara, to accommodate diverse customer preferences.
5. Develop a service itinerary feature that provides real-time updates on request status, including the expected time for completion, without requiring customers to follow up.

Result:

The service was designed to support the Zero Bureaucracy initiative.

Ensuring certificates are delivered via both email and SMS instead of limiting to phone messages.

Appendices:

