



Digital participant report (Co-creation)

Digital participant title: Customer Councils: Design Your Service - Issuing a Vehicle Driver's License

Number of attendees: 21

Customer categories: Employees and customers

Date: 26/4/2024

Development Initiatives

- Recognizing and listing the challenges and development opportunities for the service.
- Coordinating with the concerned parties from service owners and other sectors in the ministry to proceed with service enhancements.

Session Outcomes - Challenges and Obstacles

1. No workshops are held and no offices are available to introduce the service in government agencies.
2. Unclear service procedures due to insufficient advertising on social media.
3. Limited diversity in payment methods.

Development ideas

1. Promote the service through workshops and mini-offices in local government agencies to integrate it into employees' environments.
2. Feature the service prominently on social media platforms.
3. Outsource services to government and local entities to establish links between these entities and the Ministry of Interior.
4. Introduce SMS links sent by the Ministry of Interior for fee payments.
5. Fully automate the process of replacing foreign driver's licenses without requiring visits to registration centers.
6. Link eye test results with government hospitals.



Result:

The service was developed as part of the Services 2.0 project.

Fully automating the process of exchanging foreign driving licenses without requiring in-person visits.

Appendices:

