



Consultation Report

Consultation Subject:

The Ministry of Interior has opened up the floor for the public to share their thoughts on the development of a smart link system between MOI and the Ministry of Justice (MoJ).

The objective of consultation:

The aim of the project is to enhance the quality of services offered to the public by simplifying operations and making them more accessible through a unified technical link. The MOI has requested all stakeholders to provide their opinions and suggestions on the smart services system and electronic link between the judicial authorities in MoJ and relevant authorities in MOI. The goal is to improve the customer experience and streamline operations.

Expected decisions as a result of consultation:

Once the feedback is gathered, the plan is to roll out a suite of smart services from the unified technical link project.

Open Date: May 01, 2023

Closed Date: May 31, 2023

Languages used: Arabic - English

Marketing: Social Media - Website - Smart Notifications - Email – Screens



No. of comments: 24

Topics of comments:

| Topic | Standardization of applications | Technology | Common policy | Development of procedures | General comments |
|-----------------|---------------------------------|------------|---------------|---------------------------|------------------|
| No. of comments | 7 | 4 | 1 | 10 | 2 |

Summary of comments:

1. Standardizing applications and facilitating seamless integration with other platforms.
2. Technical recommendations on the incorporation of artificial intelligence techniques and leveraging programming libraries.
3. Proposals for procedural enhancements, including the training of work teams, analysis of data and information, and continuous improvement of customer experience.
4. Drawing up common policies.

Result:

After a comprehensive study and analysis of public opinions and suggestions, the Ministry has endeavored to enhance the smart integration system for joint operations. This initiative aims to streamline procedures for the community by establishing a technical link between the executive and judicial authorities through the federal government platform. The objective is to facilitate customer interactions by consolidating the transaction platform and providing an integrated set of processes. This development involves the re-engineering of processes, unification, and automation of procedures across participating entities to achieve integration. The major goals include reducing redundancy, enhancing efficiency, and facilitating government procedures. Additionally, the initiative aims to minimize costs, transition to paperless processes, elevate data quality, and diminish the reliance on human intervention in governmental procedures.