



Digital participant report (Co-creation)

Digital participant title: Customer Councils: Service Design - Issuing a Criminal Record Certificate

Number of attendees: 9

Customer categories: Employees and customers

Date: 27/8/2024

Development Initiatives

- Listing and 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 .Difficulty accessing service-related information.
- 2 .Reasons for request rejections remain unknown to customers .
- 3 .Limited payment options, restricted to electronic payments and Apple Wallet.
- 4 .Absence of a notification system informing customers about request rejections and their reasons through the smart app.
- 5 .The certificate is not delivered via email, with communication limited to text messages sent to the customer's phone number.
- 6 .No defined target times for service completion.

Development ideas

- 1 .Enhance the search functionality and accessibility of services in the Ministry of Interior application.
- 2 .Improve the search process by adding a detailed video outlining all stages and procedures of the service.
- 3 .Introduce a feature allowing customers to check their criminal status, enabling them to resolve any issues or reports with relevant authorities before proceeding with the service.



- 4 .Expand payment options to include modern methods such as phone balance deductions, Tabby, Tamara, and other popular payment systems.
- 5 .Implement notifications that inform customers of service request rejections, including the reason and necessary next steps.
- 6 .Consider sending certificates directly to the requesting party, such as a government department that requires the certificate for employment purposes.
7. Set clear and defined targets for service delivery times and ensure these are communicated to customers.

Result:

The service was developed in alignment with the Zero Bureaucracy program.

Providing customers with clear reasons for application rejections.

Appendices:

