



وزارة الشؤون البلدية
والقروية والإسكان
Ministry of Municipal & Rural Affairs & Housing

Balady Platform Complaints during January\February 2023



Introduction



The Ministry of Municipal and Rural Affairs and Housing is working to achieve its strategic objectives through Baladi platform. One of its most important goals is to raise the satisfaction of its customers and provide the optimal service in the customer service and experience field, which aims to provide the necessary tools and models to reach the required quality of customer experience. The Ministry supported The Digital Transformation of the Customer Experience and Care through its strategies that aimed to raise the quality of government services that provides to individuals and institutions.

Additionally, identifying the needs of customer care teams and training them on the nature of work in accordance with the regulatory frameworks, directions and strategic goals of the Ministry and the requirements of its customers. Among these requirements, the aspect of complaints and suggestions submitted by clients of Baladi which are taken into account to improve the work of services based on the strategic objectives of the Ministry regarding quality and service development.

Common complaints during January 2023 on Baladi:

The Complaint

A note, "Dear beneficiary, cannot be linked because the contract date has expired, and the cleaning contract expiry date has been verified" appears when applying to editing or canceling a commercial license.

194

Inability to apply for the service of adding and editing as the agent of the applicant

12

Inability to issue a cadastral decision for a three-dimensional land

1

The Result

• The possibility of applying and attaching the cleaning contract is now available

• the ability of the agent to apply for the service

• The ability of applying on three-dimensional lands in Baladi

Common complaints during February 2023 on Baladi:

The Complaint

Some engineering offices do not appear while searching in Baladi store

113

An error (This region does not have a setting) appears when applying for commercial license services. This error occurred because code 2-4 is unstable, which results in data not being retrieved correctly.

11

The Result

• All engineering offices have been added and can be searched

• Regions settings have been added and can apply now.



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Thank You

