

Developing and improving the communication form

Consultation Date:

01-08-2026

to

31-08-2026

Public

1

Initiative Summary

Overview of the Initiative

01

- ✓ Ministry of National Guard Health Affairs works continuously to enhance electronic participation. This initiative engages beneficiaries to evaluate the Communication Form and support its improvement.

Objectives of the Initiative

02

- ✓ Enhance the Communication Form to improve communication efficiency and service accessibility.

Beneficiary Category

03

- ✓ Citizens
- ✓ Resident / Visitor
- ✓ Business
- ✓ Older people
- ✓ Woman
- ✓ Youth
- ✓ People with disabilities

2

Initiative Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



Consultation Participation Channel

Ministry of National Guard Health Affairs



Project Start and End Period

2026-08-01
2026-08-31

3 Proposed Options

Proposed options for the Initiative

01 Very satisfied

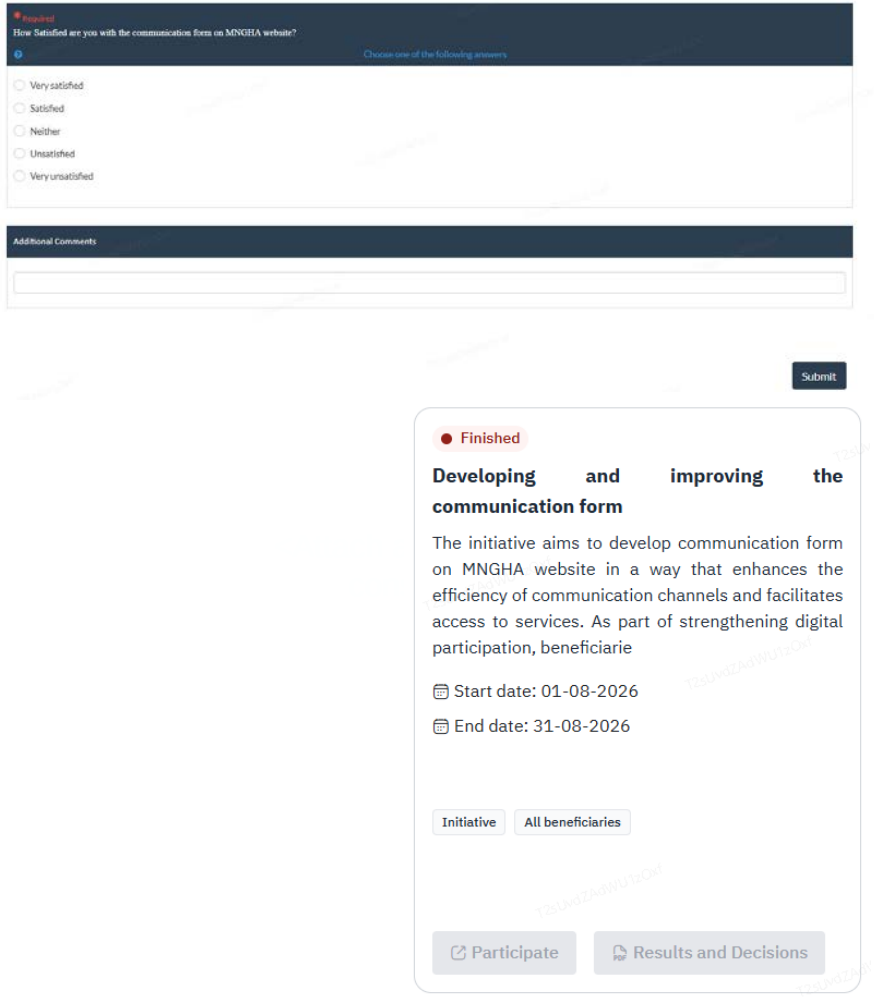
02 Satisfied

03 Neither

04 Unsatisfied

05 Very unsatisfied

06 open field provided for beneficiaries to share comments



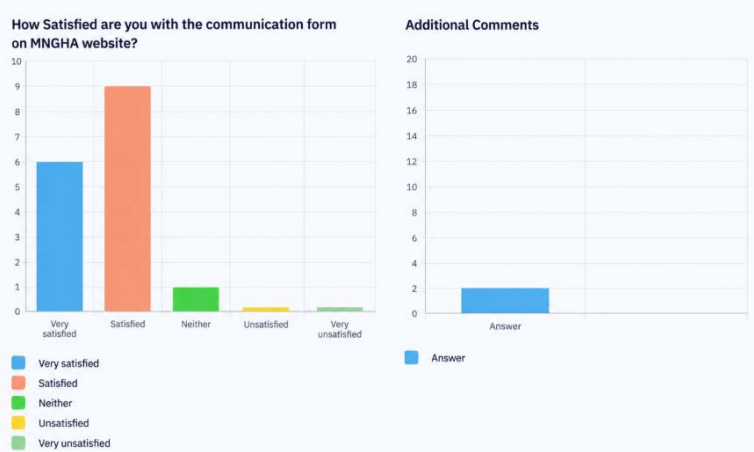
4 Submissions Analysis

Participation Statistics

01

16

Number of Participants



التعليقات الإضافية

1 النموذج واضح وسهل الاستخدام

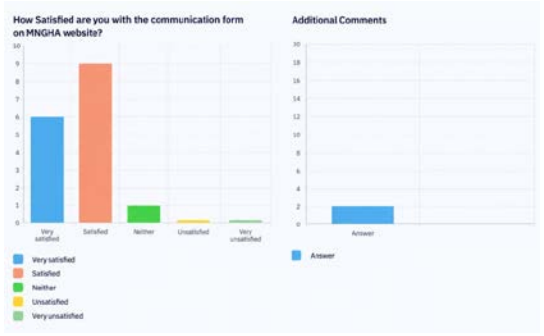
2 أتمنى تكون فيه طريقة تساعدنى أرجع للطلب وأعرف وين وصل بدون ما أضطر أرسل من جديد أو أتواصل مرة ثانية للاستفسار

4.1

Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01



التعليقات الإضافية

1 النموذج واضح وسهل الاستخدام

2 أتمنى تكون فيه طريقة تساعدني أرجع للطلب وأعرف وين وصل بدون ما أضطر أرسل من جديد أو أتواصل مرة ثانية للاستفسار

*02

Recommendations & Decisions

Beneficiary comments included positive feedback on the clarity and ease of use of the Communication Form, along with a development suggestion related to tracking requests after submission.

Based on the feedback, the Communication form was enhanced by adding an electronic ticket number to each submitted request through a unified system, enabling beneficiaries to track request status more easily and enhancing the beneficiary experience.

4.1

Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

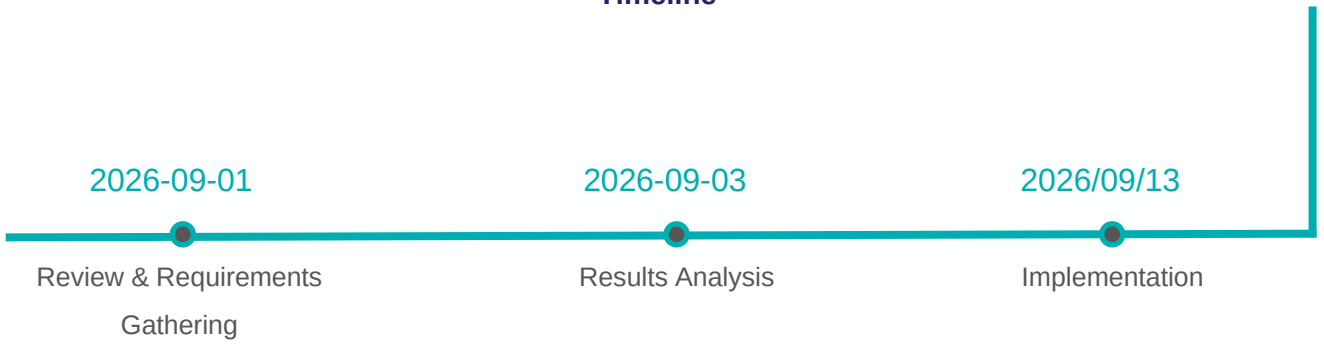
03

Linking the Decision to the Final Decision

Analysis of beneficiary feedback highlighted the need to improve request tracking. Based on the feedback received, an electronic ticket number was added to submitted requests through a unified system, enabling beneficiaries to track request status and enhancing the beneficiary experience.

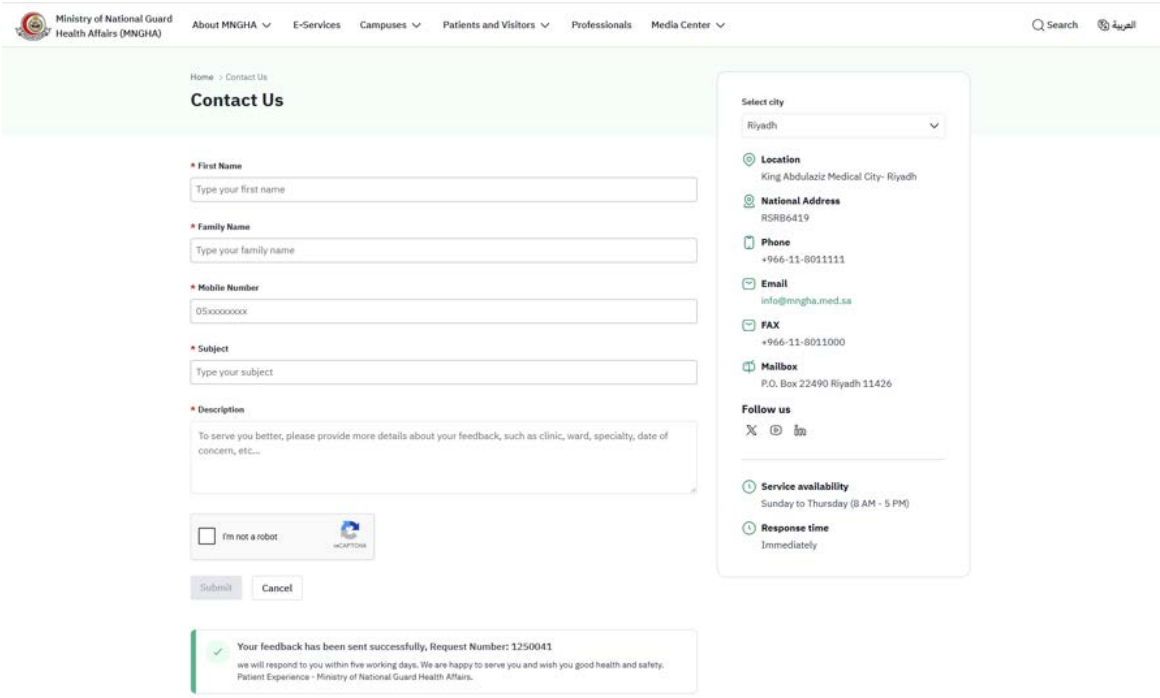
04

Implementation Timeline



5 Results and Decisions

Beneficiary feedback was analyzed and reflected in the further development of the Communication Form. The feedback highlighted the importance of enabling beneficiaries to track their requests after submission. As part of ongoing development and improvement efforts, an electronic ticket number was added to each submitted form, allowing beneficiaries to track their requests and view the processing status.







Thank you

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