

Labour ministry customer satisfaction rate hits 90pc

● The satisfaction rate is for the six-month period from January to end June 2020

TDT | Manama

Ministry of Labour and Social Development announced recording a 90 per cent satisfaction rate for its services provided through the National Suggestion & Complaint system "Tawasul".

The satisfaction rate is for the six-month period from January to end June 2020 during which the authority handled 2,361 citizens, residents and institution, compared to 631 customers in the same period a year ago.

Of the 2,361 cases received, 1033 were complaints, 1250 were inquiries and 64 were proposals.

Most of the inquiries, 671 of



Sabah Salem Al Dosari

them, were regarding unemployment insurance. Closely following was social assistance with 429 registrations. Job enquiries reached 373, while those seeking Labour consultation reached 190.

Other enquirers were directed to the rest of the ministry's departments and services.

The ministry, Undersecretary of the Ministry of Labor and Social Development, Sabah Salem

2,361
inquiries, observations, complaints, or proposals were recorded on Tawasul from January to June

Al-Dosari, said has assigned a team of 43 officers to expedite processing of complaints received through Tawasul as directed by the Minister of Labour and Social Development.

"They followup and monitor the system round the clock along with various departments affiliated to the ministry to ensure quick response to all communications received including that through social media platforms," "Tawasul" is one of the essential eChannels that ena-

Tawasul Statistics	
Statistics for the month of January 2020	
Total number of cases	Percentage of closed cases within the given time period
8,558	95.7%
Statistics for "Tawasul" for the year 2020	
Total number of cases	Percentage of closed cases within the given time period
226,115	90%
Statistics for "Tawasul" for the year 2019	
Total number of cases	Percentage of closed cases within the given time period
4275	96%
Statistics for "Tawasul" for the year 2017	
Total number of cases	Percentage of closed cases within the given time period
1499	94%

ble citizens and residents to submit their suggestions and complaints to any government entity in the Kingdom of Bahrain easily at any time and from anywhere.

Every government entity in Tawasul has assigned a dedicated team to handle the suggestions and complaints according to a pre-set performance indicator and timeframe based on the

case category.

As of now, there are nearly 40 government agencies registered with the system for people and organisations to approach.

The Information & eGovernment Authority (IGA) has transformed more than 300 government services to online eServices provided to the customers through multiple delivery channels.

Alternative penalty: Ministry authorises remote monitoring of convicts



Minister of Justice, Islamic Affairs and Endowments, Shaikh Khalid bin Ali Al Khalifa

TDT | Manama

Bahrain will employ "electronic systems and applications" to monitor the rehabilitation and training programmes of convicts benefiting from alternative punishment, remotely.

Minister of Justice, Islamic Affairs and Endowments, Shaikh Khalid bin Ali Al Khalifa announced this yesterday.

The ministry authorises "live high-quality audio-visual broadcasting" of the rehabilitation and training programmes for monitoring purposes.

Before installing, the electronic system or application must be approved by the Interior Ministry (MoI)'s Directorate of Verdicts Implementation.

The systems or apps will be used to monitor a convicts' participation in the programmes, compliance and notify the beneficiaries of the dates of on-line lectures.

It will also generate periodic reports on the convicts' commitment to the programmes for MoI's Directorate of Verdicts Implementation to review.

Police arrest three over indecency



Representative picture (Courtesy of AlAyam)

TDT | Manam

Police arrested three people, including two women, on charges of indecency, incitement and acting against morals. Director-General of Criminal Investigation and Forensic Science confirmed the arrest.

The suspects, all Asians by nationality, were arrested following a tip-off received.

Police acting on the information opened an investigation, which led to identifying and arresting the suspects.

Legal proceedings are taken to refer the case to the Public Prosecution.

Man killed in three-vehicle crash

TDT | Manama

One person was killed in a crash involving three vehicles near the Hafira area towards Al-Durah, Ministry of Interior tweeted.



Picture courtesy of AlAyam

The deceased aged 41 years, was one of the drivers of the vehicles involved in the accident, said the ministry.

No further details were revealed regarding others involved in the crash.

It is also not clear what caused the accident.

An investigation is ongoing.

Necessary procedures are taken, said the ministry.

Selling Shabu: Three lands in police custody

TDT | Manama

Three men, between 33 and 43 years of age, were arrested by anti-narcotic wing for selling Shabu.

The Director-General of the General Department of Investigations and Criminal Evidence said the suspects were arrested following a tip-off received by the police.

Acting on the tip-off, officers soon formed a team to confirm the information.

The ensuing investigation led to locating and identifying the suspects.

The suspects were arrested red-handed.

Police seized drugs and an undisclosed amount of money from the suspects.



Picture courtesy of AlAyam

The suspects were arrested following a tip-off received

Legal proceedings are taken to refer the case to the Public Prosecution.

ICRF kick starts "Thirst-Quenchers"

Distributes bottled water, fruits to workers



The first event of the series was held yesterday at Charilaos Apostolides (Bahrain) WLL (CHAPO) worksite in Budaiya

TDT | Manama

The Indian Community Relief Fund (ICRF) yesterday kick-started its "Thirst-Quenchers" programme aimed at raising awareness on the procedures that must be followed to make summer safe for workers.

The activity, now in its fifth year, educates workers on the importance of drinking enough water to stay hydrated and how to remain healthy amid high summer temperatures.

The weekly event, ICRF said, would distribute bottled water and fruits to workers for the

next 8 to 10 weeks at various worksites. The first event of the series was held yesterday at Charilaos Apostolides (Bahrain) WLL (CHAPO) worksite in Budaiya with the participation of 200 workers.

ICRF volunteers also distributed face masks and anti-bac-

terial soaps, along with flyers explaining measures to remain safe during COVID-19.

ICRF Thirst Quenchers convenor Sudheer Thirunilath, ICRF Volunteers Suresh Kumar, Muralikrishnan, Sunil Kumar, and Nisha Rangarajan took part in yesterday's event.