

Meeting focuses on improving 'delivery of various e-Services'

Ways to improve service delivery to citizens discussed at the meeting

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● The evaluation committee aims to develop the performance of government entities and raise the level of customer satisfaction.

Manama

Information and eGovernment Authority (iGA) Chief Executive Officer Mohammed Ali AlQaed chaired a Government Service Centre Evaluation Committee (Taqyeem) meeting, which reviewed the evaluation of government service centres and different ways to improve performances.

In attendance was Ministry of Foreign Affairs Undersecretary for International Affairs, Chairman of the Board of Trustees of the Bahrain Centre for Strategic and International Studies and Energy Studies, and Taqyeem Vice-Chairman Dr Shaikh Abdullah bin Ahmed Al Khalifa.

Mr AlQaed praised the efforts



Mr AlQaed chaired the meeting.

of the committee in developing the performance of government centres, expressing his hope for continued improvement. The results of the second year of the programme were reviewed to determine the most important developments in comparison with the previous year. Also, discussed was the way in which performance can be improved in order to achieve desired goals.

The evaluation process of the second year of the programme began last October and continued for two weeks, during which more than 70 service centres were monitored through field and secret visits, and customer service surveys.

The committee discussed the recommendations of the central evaluation team on developing the performance of some service centres and reviewed the

70
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results of an iGA opinion poll on the work of the committee.

The evaluation committee aims to develop the performance of government entities and raise the level of customer satisfaction by standardising the levels of service provided and developing human resources and technical equipment capabilities to improve transparency, competitiveness and creativity.

It develops the criteria for

evaluating the centres and prepares and updates an evaluation guide. It also lays down the annual plan to evaluate centres, and reviews and approves reports that the government centres evaluation team prepares, including their proposed rankings of service centres based on performance, which it follows up on in order to help improve ranking level.

The meeting was also attended by Dr Jawaher Al Mudhahki, representing the Quality Education and Training Authority; Jamal Al Alawi representing the Civil Service Bureau; Ahmed Al Mannai representing the National Communication Centre; Nada Al Qassab and Dr Mohammed Baqer representing the University of Bahrain; Fatima Barhoum from the iGA; and committee secretary Ahmed Al Awadhi.

Solid Bahraini-UAE relations stressed

Manama

UAE Ambassador to Bahrain, Shaikh Sultan bin Hamdan bin Zayed Al Nahyan, has extended deepest congratulations to His Majesty King Hamad bin Isa Al Khalifa marking Bahrain's celebrations of its national days, in commemoration of the establishment of the Bahraini state as an Arab and Muslim country by its founder, Ahmed Al Fateh, in 1783, the anniversary of its accession to the United Nations as a full member and the anniversary of His Majesty King Hamad bin Isa Al Khalifa's Accession to the Throne.

In a statement to the Bahrain News Agency (BNA) on the occasion, the ambassador said that during HM King Hamad's era, the Kingdom is witnessing more progress, and that its effective international presence has become remarkable and widely commended thanks to its firm and decisive supportive stances toward the Right and Good, citing Bahrain's hosting of mega international events, ranking among the leading countries in economic fields and success in attaining sports victories as a result of HM the King's wisdom, vision and leadership.

Commenting on the Kingdom's celebrations of its national days and the UAE's 48th National Day, Shaikh Sultan Al Nahyan lauded the deep-rooted distinguished brotherly bilateral relations, whose foundations were laid down by the late HH Shaikh Zayed bin Sultan Al Nahyan, and HH Shaikh Isa bin Salman Al Khalifa, noting that the Bahraini-UAE rela-



Shaikh Sultan Al Nahyan

tions have been strengthened further thanks to the directives of the UAE President, Shaikh Khalifa bin Zayed Al Nahyan, and HM King Hamad. The ambassador highlighted the efforts exerted over the past months to enhance bilateral relations, citing the exchanged visits of officials and the events hosted by the two countries thanks to their prestigious reputation.

In this regard, the envoy expressed delight over the opening of the "Nuzul Al Salam" in Muharrar in October as one of the fruits of the agreements signed between the two countries last year, noting that the project was launched within the celebrations of the centenary of the late Shaikh Zayed, the UAE's Founding Father.

He pointed out that the renovation of the "Fathallah House" (renamed as "Nuzul Al Salam") is a joint project between the UAE and Shaikh Ebrahim bin Mohammed Al Khalifa Centre for Culture and Research in Bahrain, as part of wider collaborative efforts between the cultural authorities of the two nations.

ISB Mega Fair 2019 opens; shows postponed after rain

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The Indian School Bahrain (ISB) Mega Fair 2019 began at the school ground in Isa Town on Sunday amid much enthusiasm in spite of rain.

Chief Guest Indian Ambassador Alok Kumar Sinha inaugurated the two-day Mega Fair Art Exhibition and Food Festival in the presence of ISB Chairman Prince S Natarajan, Secretary Saji Antony, Executive Committee Members, Principal V R Palaniswamy, Riffa Campus Principal Pamela Xavier and Organising Committee General Convener R Ramesh.

Due to harsh weather conditions and safety issues, the



Mr Sinha inaugurates ISB Mega Fair Art Exhibition.

musical performance of Stephen Devassy was postponed to Monday, Mr Natarajan told Tribune.

Stephen Devassy and his team

will perform at 4pm today, which will be followed by the concert of Bollywood Singer Rithu Pathak and her team.

The art exhibition and food



Mr Sinha along with ISB officials visits stalls at the expo.

stalls were attracting a lot of visitors in spite of the weather conditions.

If the weather conditions remain similar on Monday as well,

arrangements will be made to have the musical performance in the Jashanmal auditorium with the LED screen display facilities, it is learnt.

Money counterfeiter's mercy plea accepted

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The High Criminal Appeals Court accepted the mercy plea filed by a GCC national who was jailed for five years after found guilty of promoting counterfeit money in the Kingdom.

The defendant was arrested after trying to use a fake 500 Saudi riyal currency in inside a local mall in Muharrar.

He wanted to buy a lighter but the cashier inside the shop discovered that the currency note wasn't genuine, therefore he refused to sell it.

With the GCC man insisting to have the lighter using the fake note, the cashier called the mall security to deal with the defendant who fled the scene after losing hope.

It's said that the GCC man entered the toilet after the mall's security men chased him. He flushed the money but the security men managed to recover it from the drainage.

Meanwhile, police officers arrived and arrested the defendant, who was found to possess fake money worth SAR1,400.

He was tried before the High Criminal Court which sentenced him to five years behind bars.

NMS-DPS celebrates Bahrain National Day

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The students and staff of New Millennium School-DPS with great enthusiasm and fervor at its campus with a series of special assemblies, celebrated Bahrain National Day.

Students, dressed up in traditional Bahraini costumes, filled the air with feelings of celebration and excitement.

Students in their beautiful costumes presented traditional dances and participated in different activities like Quran recital, traditional games, poems recital, Henna designing, face painting, speech and national songs.

Children also shared the local sweets and confectionaries showcasing the glorious tradi-



NMS-DPS students celebrating Bahrain National Day at its campus.

tions, customs and culture of Kingdom of Bahrain.

Hand drawn Posters and pictures of Bahrain displayed throughout the corridors reflected zeal and patriotism among the

students spreading the message of National Day.

Dr Ravi Pillai, Chairman and Mrs Geetha Pillai, Managing Director and Principal Mr. Arun Kumar Sharma congratulated



Many activities were held as part of the event.

and extended best wishes to His Majesty King Hamad Bin Isa Al Khalifa, His Royal Highness Prince Khalifa Bin Salman Al Khalifa, the Prime Minister, His Royal Highness Prince Salman

Bin Hamad Al Khalifa, Crown Prince, Deputy Supreme Commander and First Deputy Premier and the People of Kingdom of Bahrain on the occasion of Bahrain National Day.