news of bahrain

Honouring iGA services



The Information and eGovernment Authority's (iGA) Muharraq ID Card Center was awarded the Taqyeem 2 Gold Category in recognition of the high quality of its services. Taqyeem Committee members, led by the Undersecretary for International Affairs at the Ministry of Foreign Affairs, Dr Shaikh Abdulla bin Ahmed Al Khalifa, visited the Muharraq ID Card Centre. A Gold category plaque was unveiled to indicate the center's status as one of most high quality government service providers in the Kingdom. Also present were iGA ID Card and Population Registry Director Shaikh Sabah bin Hamad Al Khalifa and Head of ID Cards Abdulla Al Musalmani. Above, HRH Prince Salman bin Hamad Al Khalifa presenting the award to the center manager; Taqeem committee visiting the Muharaq service center to congratulate the iGA team.

Firm ordered to pay BD5,000 in compensation to fired staff

Employee was sacked after rejecting to perform tasks not mentioned in the work contract

TDT | Manama

The lawyer said the company gave the BD5,000 to a Bahraini ememployee only a notice ployee who was arbitrarily sacked of 10 days to leave. from his job by the company.

bour Court, which issued its verdict in the case after the employee contract, from the employee. demanded the company lodged a complaint last year claimfor no valid reason.

that the plaintiff had joined the allowance or compensation for company as a salesman in Sep- the employee.

tember in 2018. The documents private company was yes- showed that he was paid a monthterday ordered to pay over ly salary of BD300 in return of his services.

However, it was also proven that the company had repeatedly This was announced by the La- requested extra services, which were not mentioned in the work

This included travelling to Sauing that he was fired from his job di Arabia for more than 10 times to collect payments from clients, The details of the case showed without disbursing any kind of

My client was surprised when he was informed by the company that his work contract has been terminated.

MS SAKEENA SALEH

According to the employee's a compensation of BD5,400, but lawyer Ms Sakeena Saleh, her cli- the judges ordered for a compenent was surprised when he was sation worth BD5,004 after deinformed by the company that liberating the case for a couple his work contract has been ter- of weeks.

minated.

The lawyer said the company gave the employee only a notice of 10 days to leave, and she added that the termination decision came a few days after he requested to be compensated for his trips to Saudi Arabia.

The lawyer demanded the company in the court to pay her client

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Red and Black Carnival **Dance set** TDT | Manama

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m T}^{
m he~Young~Goans}_{
m Club~Bahrain~will}$ organise the Red and Black Carnival Dance 2020 at 7.30 pm at the Swiss International Hotel tomorrow.

Highlights of the carnival include music with two live bands and DJ, an endless buffet spread, competitions and great surprises throughout the evening, according to organisers.

For invitation cards and further enquiries, please contact 33826510, 34089658, 33310712, 39150529 or 34404013.

'Customer satisfaction one of key pillars of iGA services'

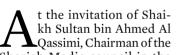
Shariah

The lawyer

a compensation

of BD5,400.

should pay her client





خدمات الدعم المالي وضريد معم المضافة

خدمات الأعمال

pirations that contribute to the مات الإلكترونية advancement of services provided to all customers, citizens and residents of both countries." iga Chief confirmed during his presentation at the Sharjah Forum for Contact Centres titled 'National Contact Centre... Excellence in Customer Experience' that customer satisfaction is one the key pillars of iGA's business, which it strives to achieve through more than 400 eServices that have made Bahraini government services faster and more convenient. He said that iGA continuously drawing visions and future as- highest IT security standards.

Sharjah Media council in the UAE, the Information and eGovernment Authority (iGA) Chief Executive Mohammed AlQaed attended and participated in the first Sharjah Forum for Contact Centres, in the presence of iGA Deputy Chief Executive of Electronic Transformation, Dr Zakareya Ahmed AlKhajah.

senior government officials from GCC countries, researchers and experts in the development field institutions.



The forum was attended by Mr AlQaed speaking at a panel discussion at the first Shariah Forum for Contact Centres.

Mr AlQaed expressed his ap- that the presence and partici- tives of General Shaikh Rashid preciation to Shaikh Sultan bin pation of the Information and bin Abdulla Al Khalifa, the Min- ing experiences and latest measures customer satisfaction of call centre, customer services Ahmed Al Qassimi, Chairman of eGovernment Authority in the ister of Interior, to strengthen developments in the fields of levels across all its channels, endata analysis experts and ICT Sharjah Media Council, for his GCC event comes as a translation the bonds of co-operation with communication and technology, suring that its services meet the generous invitation, stressing of its commitment to the direc- neighbours in the UAE.

"Both countries are exchang-

BIC contest for students to name and design its slowest vehicle

TDT | Manama

across the Kingdom to put on sweeper.

BIC has launched this campaign ahrain International Cir- acter to a crucial member of the every year at an average speed of and colourful design. As BIC is cuit (BIC) is calling on team, which currently meanders just 5kph. school students from all around the circuit anonymously. The sweeper performs one of crucial member of the BIC family, their thinking caps and help give the most important tasks at BIC, the sweeper sadly has no name a striking new identity to the travelling around the track day and little character at the mo- the sweeper to get it ready for a chance to ride in the new char- be final. For more information circuit's slowest, yet one of its and night, cleaning the tarmac so ment, and needs cheering up. most important, vehicles: the BIC that it is in optimum condition to drive or race on.

Despite its heroic work as a must be in English.

All students are invited to give week of the year – the upcoming some life to the sweeper and join Formula 1 Gulf Air Bahrain Grand school children in Bahrain, both visit www.bahraingp.com.

This incredible workhorse the competition, formulating a Prix 2020 happening March 19 primary and secondary students, to bring some much-needed char- travels an amazing 2,180 laps fitting name and an outstanding to 22.

its toughest and most important acter.

Furthermore, BIC will also be an international venue, the name bringing the winning student to schools@bic.com.bh and received a special unveiling of the sweeper by Wednesday, February 26. The winning name and design at BIC, a week before the Grand will be adapted for the size of Prix, and he or she may even get el at BIC and their decision will

of all ages and nationalities. En-

tries must be sent by e-mail to

Entries will be judged by a panon the competition, call the BIC The competition is open to Hotline on +973-17-450000 or