

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; Taqyeem committee visiting the Muharraq 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

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● The lawyer said the company gave the employee only a notice of 10 days to leave.

● The lawyer demanded the company should pay her client a compensation of BD5,400.

A private company was yesterday ordered to pay over BD5,000 to a Bahraini employee who was arbitrarily sacked from his job by the company.

This was announced by the Labour Court, which issued its verdict in the case after the employee lodged a complaint last year claiming that he was fired from his job for no valid reason.

The details of the case showed that the plaintiff had joined the company as a salesman in Sep-

tember in 2018. The documents showed that he was paid a monthly salary of BD300 in return of his services.

However, it was also proven that the company had repeatedly requested extra services, which were not mentioned in the work contract, from the employee.

This included travelling to Saudi Arabia for more than 10 times to collect payments from clients, without disbursing any kind of allowance or compensation for the employee.

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

MS SAKREENA SALEH

According to the employee's lawyer Ms Sakeena Saleh, her client was surprised when he was informed by the company that his work contract has been ter-

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 a compensation of BD5,400, but the judges ordered for a compensation worth BD5,004 after deliberating the case for a couple of weeks.

Red and Black Carnival Dance set

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The Young Goans 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’

Sharjah

At the invitation of Shaikh Sultan bin Ahmed Al Qassimi, Chairman of the 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.

The forum was attended by senior government officials from GCC countries, researchers and experts in the development field of call centre, customer services data analysis experts and ICT institutions.



Mr AlQaed speaking at a panel discussion at the first Sharjah Forum for Contact Centres.

Mr AlQaed expressed his appreciation to Shaikh Sultan bin Ahmed Al Qassimi, Chairman of Sharjah Media Council, for his generous invitation, stressing

that the presence and participation of the Information and eGovernment Authority in the GCC event comes as a translation of its commitment to the direc-

tives of General Shaikh Rashid bin Abdulla Al Khalifa, the Minister of Interior, to strengthen the bonds of co-operation with neighbours in the UAE.

“Both countries are exchanging experiences and latest developments in the fields of communication and technology, drawing visions and future as-

pirations that contribute to the 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 measures customer satisfaction levels across all its channels, ensuring that its services meet the highest IT security standards.

BIC contest for students to name and design its slowest vehicle

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Bahrain International Circuit (BIC) is calling on school students from all across the Kingdom to put on their thinking caps and help give a striking new identity to the circuit's slowest, yet one of its most important, vehicles: the BIC sweeper.

BIC has launched this campaign to bring some much-needed character to a crucial member of the team, which currently meanders around the circuit anonymously.

The sweeper performs one of the most important tasks at BIC, travelling around the track day and night, cleaning the tarmac so that it is in optimum condition to drive or race on.

This incredible workhorse travels an amazing 2,180 laps every year at an average speed of just 5kph.

Despite its heroic work as a crucial member of the BIC family, the sweeper sadly has no name and little character at the moment, and needs cheering up.

All students are invited to give some life to the sweeper and join

the competition, formulating a fitting name and an outstanding and colourful design. As BIC is an international venue, the name must be in English.

The winning name and design will be adapted for the size of the sweeper to get it ready for its toughest and most important week of the year – the upcoming Formula 1 Gulf Air Bahrain Grand

Prix 2020 happening March 19 to 22.

Furthermore, BIC will also be bringing the winning student to a special unveiling of the sweeper at BIC, a week before the Grand Prix, and he or she may even get a chance to ride in the new character.

The competition is open to school children in Bahrain, both

primary and secondary students, of all ages and nationalities. Entries must be sent by e-mail to schools@bic.com.bh and received by Wednesday, February 26.

Entries will be judged by a panel at BIC and their decision will be final. For more information on the competition, call the BIC Hotline on +973-17-450000 or visit www.bahraingp.com.