

Bahrain eSatisfied

Bahrain's eGovernment services beat global satisfaction average

TDT | Manama
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When it comes to offering high-quality eGovernment services, Bahrain is second to none. According to a new study, Bahrain has topped many advanced economies with its eService satisfaction ratings.

The study released by the University of Bahrain says that eGovernment satisfaction ratings here are above the international average.

eServices here recorded a satisfaction rate of 81 per cent, comfortably beating the international average of 78.1pc.

In the United States of America, the eGovernment satisfaction level is 77pc.

An estimated 5,000 people, individuals, government employees and businesses persons from all governorates, took part in the study.

The study, based on 2018 statistics, was conducted by a specialised team from the Scientific Research Center in the University of Bahrain.

Face-to-face and email interviews were used for the study which says that the percentage of awareness of services in all sectors reached 93.4pc in 2018, an increase of 7pc from 2017.

The increase was mainly attributed to the dependence on digital and social media channels for the dissemination & promotion of information & new service launches following the latest market trends.

In 2018, usage of electronic

services increased 88pc from the 2017 level of 85pc.

Rate of satisfaction of electronic services reached 81pc in 2018 compared to 77pc in 2017.

eServices offered by Civil Service department recorded the highest satisfaction with an 88pc rating. Social Insurance

eServices followed with 87pc, eTraffic Services with 85pc and the Identity Card eServices with 85pc.

National Portal 'Bahrain.bh' for the business sector recorded 88pc approval, reflecting the government's efforts to simplify procedures and create appropriate

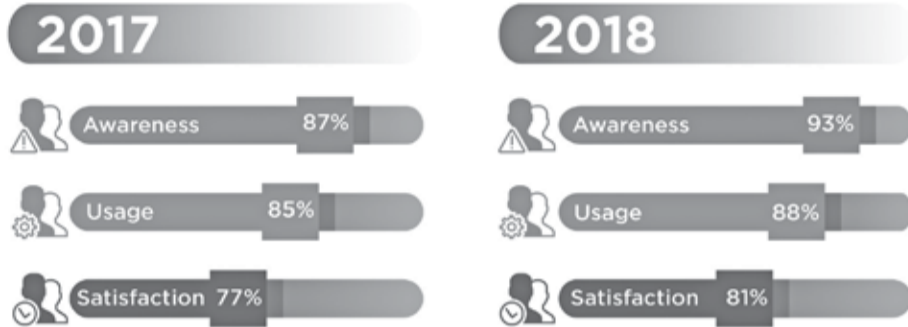
infrastructure to attract more investments.

The study revealed that the average usage of eService channels reached 72pc in general, while the satisfaction rate of eService channels is 81pc, an increase of 3pc from the prior year.

Customer Satisfaction Index on eServices

BHCSI 2017-2018

Descriptive analysis:



Customer Satisfaction Indicator:



INFORMATION & eGOVERNMENT AUTHORITY
هيئة المعلومات والحكومة الإلكترونية

'Bahraini Hezbollah' members to learn fate on June 30

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The Supreme Criminal Court of Appeal will announce its final verdict on the "Bahraini Hezbollah" case on June 30.

The Fourth High Criminal Court convicted 91 Bahrainis in the case which has 169 suspects.

The Court stripped 138 of their nationalities while awarding others sentences ranging from three years to life imprisonments.

The suspects were accused of establishing and joining a terrorist group, as well as instigating a terrorist attack. They were also accused of conducting weapons and explosive training, possessing, obtaining, manufacturing and using explosives and firearms without a license, financing a terrorist group, transferring and receiving funds allocated to a terrorist group, and concealing weapons, ammunition and explosives.

Ninety-six suspects were

The Fourth High Criminal Court convicted 91 Bahrainis in the case which has 169 suspects.

awarded life terms by the court, which also awarded a 10-year jail term to 39 suspects, 7 to 23 suspects and 3 to seven suspects.

One of the suspects was given a five-year jail term and acquitted 30 defendants.

The court also ordered 96 suspects to pay fines of BD100,000 each and 12 suspects a BD500 fine. One of the suspects was ordered to pay BD231.8 as compensation for damages.

Court files say, the group was formed at the behest of Iranian leaders by Iran's Islamic Revolutionary Guards Corps (IRGC).

"Bahraini Hezbollah" was formed by merging Saraya Al Ashtar (Al Ashtar Brigades), Saraya Al-Mukhtar (The Chosen Brigades) and Saraya Al Muqawama Al Sha'abya (Popular Resistance Brigades).

All of these groups have a history of committing deadly terrorist attacks here in the Kingdom.

Three men arrested for murder

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Three men are facing murder charges in connection with the brutal murder of their fellow national.

The men, who were all Asians

by nationality, committed the crime as the victim failed to repay them the money he owed, according to the Public Prosecution.

Joint investigations by the General Directorate of Criminal Investigation and Forensic Science division in Interior Ministry led to the arrest of three suspects.

The suspects confessed to investigators that they planned the ambush to kill the victim, before robbing him.

Police retrieved the weapons

Joint investigations by the General Directorate of Criminal Investigation and Forensic Science division in Interior Ministry led to the arrest of three suspects.

used in the crime and the stolen money from the suspects' room.

Investigation leading into the arrest occurred,

when the victim was found in serious condition with severe injuries on one of the streets in the Capital Governorate.

The victim later succumbed to his injuries in the hospital.

The suspects lent the victim some money which he failed to repay, which led to the murder.

The men confessed to their crime of premeditated murder and were referred to the Public Prosecution.

The investigation is continuing to refer the case to the criminal court.



Under the patronage of Jameel Humaidan, the minister of Labour and Social Development, Alwane Bahrain Society organised its annual Ramadhan Ghabga. Attended by Assistant Under Secretary of Community Development Khalid A. Eshaq Al Koheji, MP Masooma Abdul Kareem and a number of respected guests, friends and members

Court orders mental health assessment for tobacco smuggler

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The Criminal Court has ordered the accused in a tobacco smuggling case to undergo a mental health assessment to determine if he is fit to face the trial.

Judges adjourned the trial to June 3.

The suspect was caught while attempting to smuggle tobacco worth BD25,000 into the Kingdom with the help of his brother in the Customs Department.

The banned substances were found hidden in a shipment of clothes that were being brought to Bahrain through King Fahad Causeway.

The driver of the vehicle who got suspicious about the smell coming from the ship-

The suspect was caught while attempting to smuggle tobacco worth BD25,000

ment alerted the customs officer, who at first gave the shipment a pass.

Following the tip-off, the authorities launched an investigation which led to the arrest of the second suspect who confessed to the crime and revealed his brother's role.

Following an investigation, both the accused were referred to the First High Criminal Court by the Public Prosecution.

However, during the trial, the court observed strange behaviours of the first defendant and ordered a medical examination. The defendant's lawyer told the court that the man received psychiatric assistance in 2011 and 2018.



Iftar meeting organised by Syms Bahrain jin association with Discover Islam at Bahrain Keraleeya Samajam. Shaikh Ishaq Mahmood Al Kooheji, Chairman of Discover Islam, was the Chief Guest