



مركز حماية المستهلك

Consumer Protection Center



Developmental Procedures Based on Feedback Reports from Communication Channels and Measuring Customer Satisfaction - **Consumer Protection Center**

Developmental Procedures

The Effect of Execution



Implementation of the MAWAEED Appointment System

- Facilitating online appointment booking.
- Streamlining service scheduling.



Expanding the Scope of the Consumer Protection Center's Service

- Enhancing staff productivity.
- Expediting service delivery to customers.
- Increasing SLA compliance.



Digital Integration of the Flour Subsidy System with Relevant Entities

- Reducing SLA turnaround time.
- Reducing customer inquiries and complaints.
- Increasing customer satisfaction.
- Streamlining Incoming Request Completion