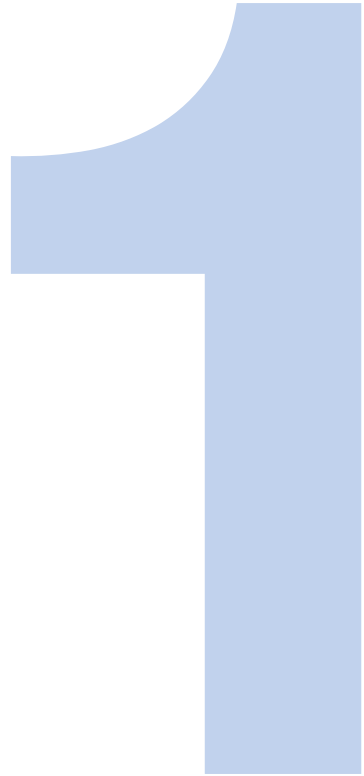


Beneficiary's Voice Report

Q1 - 2025



Phone Communication Channel



Phone Communication Channel

Incoming Calls by Month



January	February	March	Total
75,134	97,913	97,622	270,669

2



Digital Communication Channel

Digital Communication Channel

Interactions by Month

January	February	March	Total
12,103	15,191	27,542	54,836

3



Email Channel

Email Channel

Incoming Emails by Month

January	February	March	Total
7,388	8,691	9,475	25,554

4



Top Complaints & Suggestions

Key Resolved Complaints & Suggestions

- **Ehsan Platform:**

- 1- Redesigning and developing the user interfaces of the platform and application.
- 2- Launching the EHSAN KIDS SERVICE .
- 3- Adding a feature that allows benefactors to donate by shaking their phones.

- **Tawakkalna Platform:**

- 1- Correcting digital card data.
- 2- Resolving registration and login issues.
- 3- Sending periodic surveys to measure user satisfaction.
- 4- Organizing cards by category in the Cards section (Personal, Workers, and Occupational).
- 5- Reclassifying the categories on the Services page.

- **National Single Sign-On (Nafath):**

- 1- Enhancing the interfaces/user experience of the National Single Sign-On (Nafath).
- 2- Improving the password change service.
- 3- Adding a notification feature to the platform.