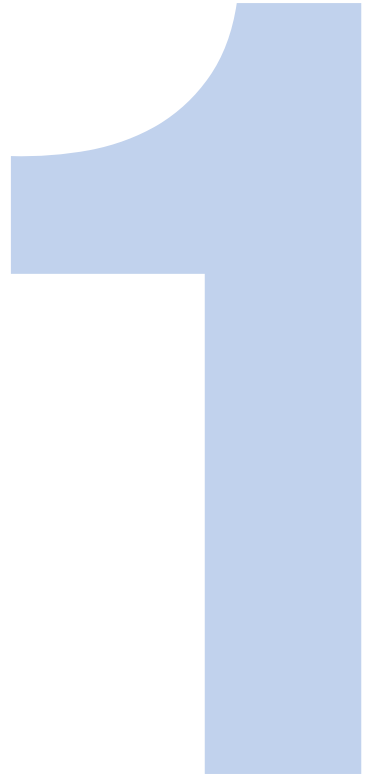


Complaints and Suggestions Report

Q1 - 2025



Suggestions

Suggestions Statistics

Suggestions Received by Month

January	February	March	Total
34	76	74	184

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Complaints

Complaints Statistics

Complaints Received by Month



Month	Under Processing	Resolved	Total Complaints
January	6	5,684	5,690
February	5	5,554	5,559
March	42	6,591	6,633

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Key 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.