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Beneficiary Voice Report

وزارة التعليم
Ministry of Education

Beneficiary Care Department

June 30, 2025

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Introduction

The Ministry of Education periodically measures beneficiary satisfaction to enhance the quality of services offered. The Beneficiary Care Department receives comments, inquiries, and complaints from beneficiaries and forwards them electronically to the appropriate authority for a response.

Comments, inquiries, and complaints can be submitted through the following channels:

- **Contact No.: 19996**
- **Tawasul platform: tawasul.moe.gov.sa**
- **Smartphone app.**

The beneficiary will also have 12 days from the date of receipt of the response to accept or reject it .If the beneficiary's comments could improve work procedures, they will be taken into consideration by the relevant authorities.

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Statistics

Ticket Statistics

Month	Closed	Open
January 2025	55621	794
February 2025	36059	655
March 2025	43714	864
April 2025	68487	935
May 2025	43565	2064
June 2025	40688	3388
Total	287,834	

Call Statistics

Month	Number of Incoming Calls
January 2025	79203
February 2025	52996
March 2025	46163
April 2025	302848
May 2025	134100
June 2025	492219
Total	1,107,529

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Summary of joint development initiative consultations with beneficiaries for the previous period

#	Consultation Name	The purpose of the consultation:	Beneficiaries	Outcomes
1	Unifying and Simplifying Admission Procedures for Male and Female Students in Saudi Public Universities and Technical Colleges.	• Unify admission procedures on a single electronic platform. • Enable students to choose their university preferences electronically. • Facilitate the application process, making it clearer and smoother. • Support students in early planning for their university majors. • Provide educational institutions with accurate data to help improve seat allocation.	Parents	• Establish a unified platform for admissions to universities and educational institutions.
2	Improve the beneficiary experience in the Unified Support System.	• Raise user satisfaction with the system. • Facilitate and accelerate the process of submitting and processing reports. • Reduce errors and complaints. • Increase the rate of actual reliance on the system instead of traditional methods.	All beneficiary categories	• Various improvements to the unified support system have been made based on the needs of beneficiaries.
3	Develop the user experience – Safeer System	• Develop the user experience – Safeer System. • Identify the needs of beneficiaries and conduct. necessary interviews and research. • Redesign the user interface. • Develop the current user interface.	Scholarship students	• Improve user experience and increase system usability. • Increase task completion rate. • Increase rate of successful user experiences • Increase user satisfaction.

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Examples of the Beneficiary Voice

Beneficiary Reception Hall

Positive Responses:

Favorable treatment, strong ethics, and a welcoming reception.

Communication:

I would like to inquire about the status of my transaction.

Electronic Channels

Positive Responses:

Excellent Service. Thank you.

Communication:

Please issue a travel ticket for me.

Communication channels

Positive Responses:

Thank you for the outstanding service provided by the female employee at the call center.

Communication:

Could you please provide the link?

Tickets

Positive Responses:

Thank you for offering the electronic service and saving us the trouble of reviewing.

Communication:

Please send me a sample ticket.

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Conclusion

e Ministry of Education is committed to hearing the voices of beneficiaries, documenting their observations, and analyzing the challenges they face. This effort aims to amend regulations, foster innovation, and improve the quality of services to enhance beneficiary satisfaction.

The Beneficiary Care Department engages in various activities, including:

- Follow up daily on the responses that coordinators provide to beneficiaries.
- Submit a continuous report to coordinators detailing the feedback received regarding their responses.
- Correct any inaccuracies in the responses promptly if mistakes are identified.
- Engage directly with beneficiaries to assess their satisfaction with the services provided.

Beneficiary satisfaction with the Ministry's services is measured and evaluated through the Tawasul platform via the following link:

https://tawasul.moe.gov.sa

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Thank you