



Southern Governorate

media report - The most security, social and service initiatives, programs and projects

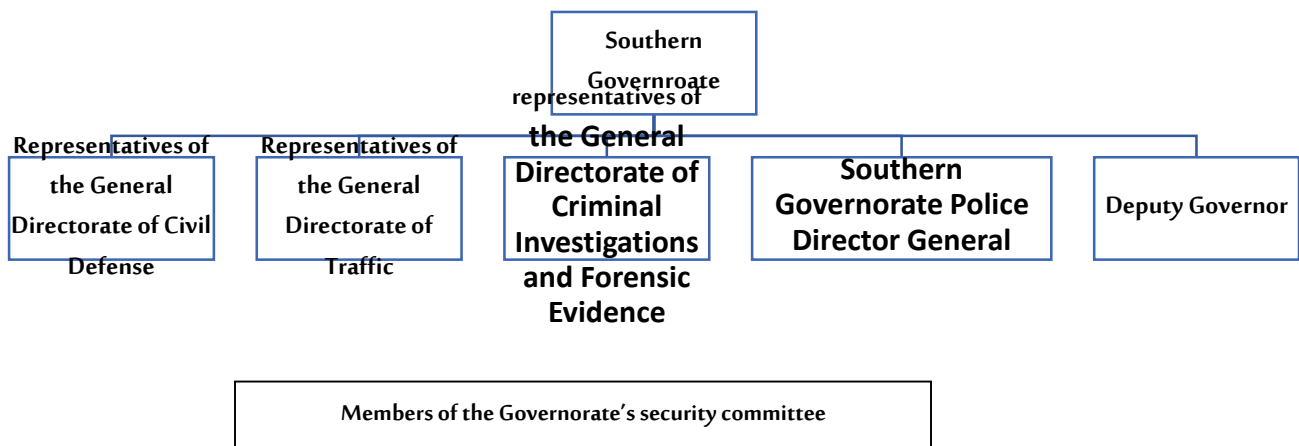
2020-2021

1-Security

The Southern Governorate undertakes to follow-up the security situation in all its regions through contributing to the study of security issues and spreading community awareness.

Security and development are two important elements for the country's prosperity, so the southern governorate undertakes continuous follow-up of the security situation in all its regions through studying security issues in addition to contributing to spreading community awareness to ensure the consolidation of safety and security pillars for citizens and residents in various parts of the governorate. This comes as translation of the directives of H.E. lieutenant General Sheikh Rashid bin Abdullah Al Khalifa, Minister of Interior, to work on meeting needs of citizens, enhancing communication channels with all segments of the society and activating community partnership.

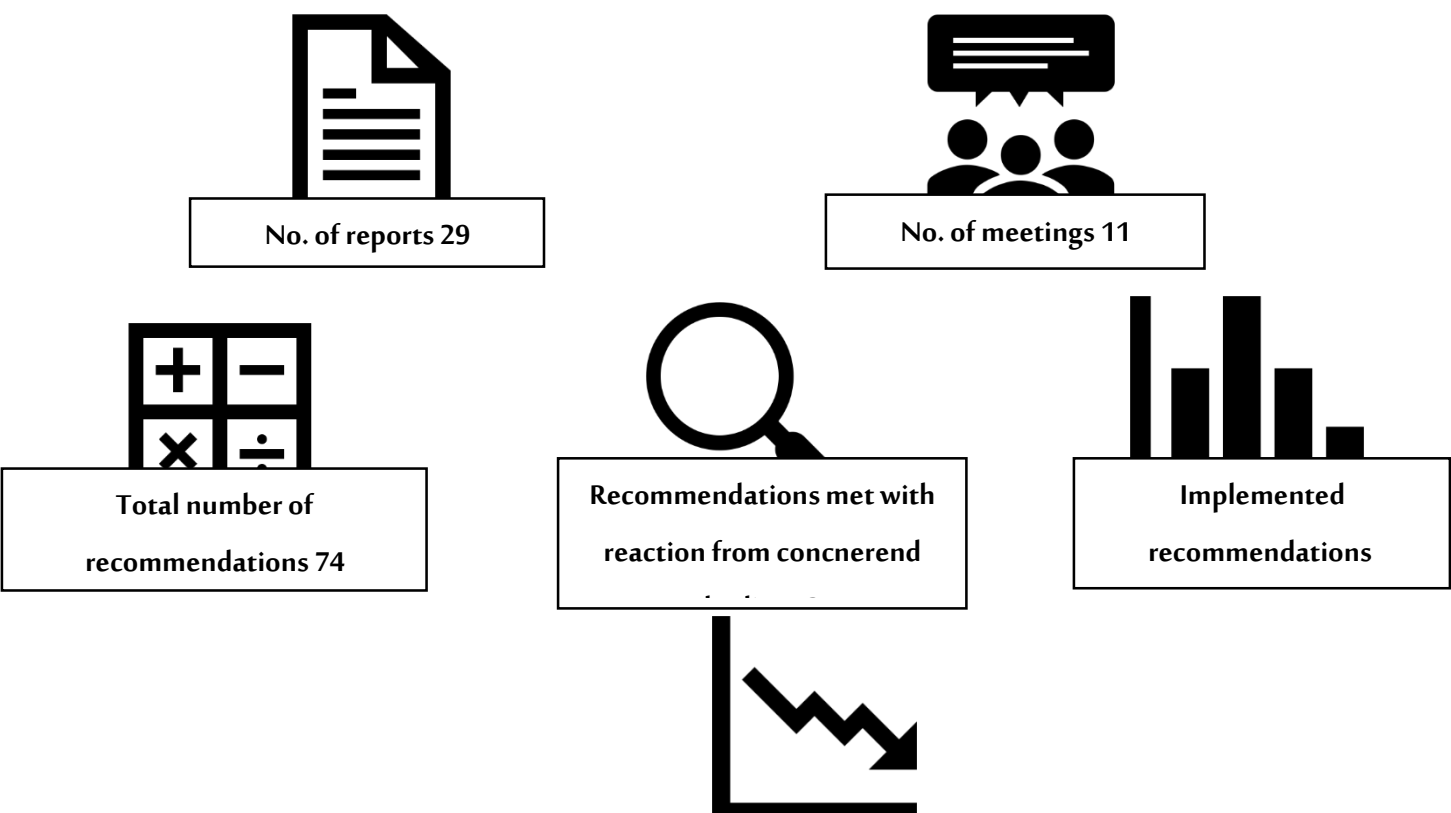
First: Security Committee



The Security Committee of the Southern Governorate is formed upon the resolution of H.E. the minister of interior, which was issued during the meeting held between the minister of interior and governors on September 8th 2016. The said resolution provides for forming a committee comprising the governor as the president and the deputy governor and the police director general as members along with representatives of the general directorate of civil defense, the General Directorate of Criminal Investigations and Forensic Evidence, and the General Directorate of Traffic. The committee is charged with achieving comprehensive security through activating the concept of community partnership, which has become one of the signs of the honorable security performance in the Kingdom of Bahrain.

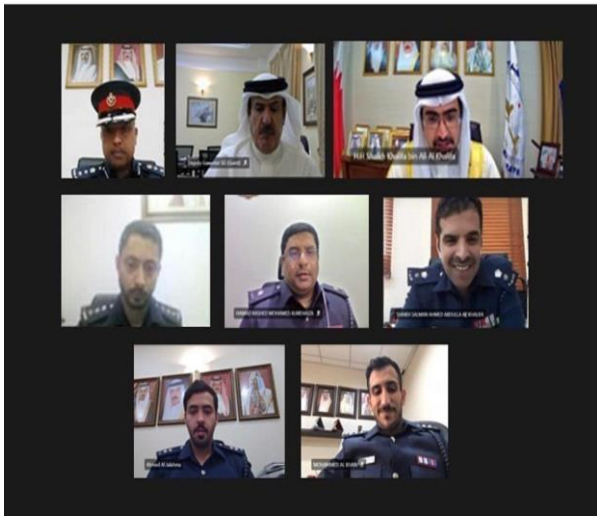
Thus, the security committee held 11 meetings in the Southern Governorate within 2020, during which 29 reports and presentations were submitted highlighting the security needs of the region to enhance security and safety, at the highest standards, for all citizens and residents. The committee, also, gave 74 recommendations to the concerned authorities, 61 of which were implemented while concerned authorities showed their interaction in 13 recommendations.

The Security Committee discusses and studies those security needs received from citizens in the governorate. Thus, a joint work team is formed in cooperation and coordination with the concerned authorities to give the necessary recommendations to fulfill visions and aspirations of the citizens regarding the security and community situation and concern on providing high-level security services, a matter that contributes to enhancing partnership between all parties.



Security cases inclined during the campaign season of 2020 as follow:

- **No deaths** were **reported** this season
- Number of theft inclined this year by **50%** compared to last year
- **Non-occurrence** of gross accidents this season
- **Decline** in ratio of fires as most incidents were basic and did not result in injuries



1- The mechanism of work of the Security Committee meetings

- Follow-up the security situation in the governorate.
- Propose a security strategy for the governorates and contribute to setting security programs and plans
- Contribute to the protection of persons and property and the continuity of public facilities and services
- Make recommendations to secure and protect strategic facilities and utilities
- Exchange data and information with security nature.
- Contribute to setting security plans for the governorate's events and proceedings
- Contribute to spreading security awareness all over the

governorate

- Discuss and study the security problems of each governorate and suggest solutions for the same
- Issues that the governor deems to set forth to the committee

Links:

<https://www.bna.bh/.aspx?cms=q8FmFJgiscL2fwlzON1%2BDqcl472ynoWAXu2Umc6WZSw%3D> •

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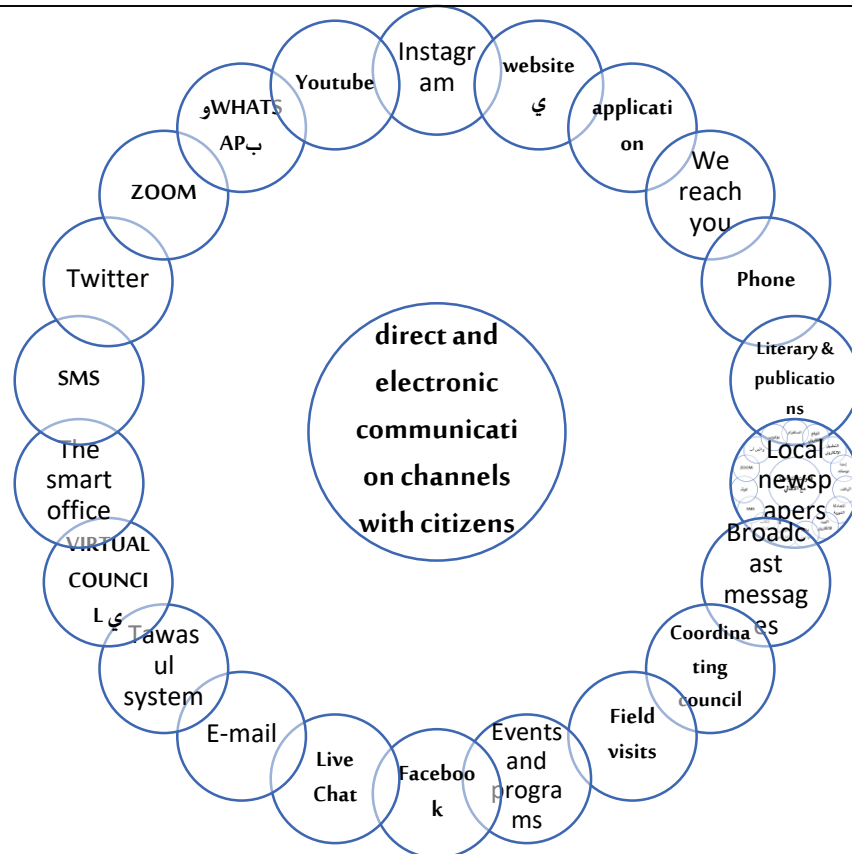
<http://www.akhbar-alkhaleej.com/news/article/1223780> •

<https://www.bna.bh/.aspx?cms=q8FmFJgiscL2fwlzON1%2BDgzY1Jb0vMcgB6iTXBC3wBI%3D> •

2-Communication

The Southern Governorate works on building strong relationships with citizens through its communication channels, believing in the great role that such means play in supporting and highlighting activities and programs of the governorate. In addition, such communication channels introduce roles and services of the governorate to users. Besides, such means play a major role in communicating the requests and complaints of the citizens for being an open communication channel that connects the individual to the governorate.

The Southern Governorate adopts 22 communication channels with citizens, whether the direct and traditional communication channels, thus, allowing the highest levels of communication and coordination with citizens and residents and facilitating receiving their inquiries and complaints. This expedites easy access to responses and responding to the same according to the highest professional standards, given that all channels have the ability to reach a meeting point between the southern governorate and individuals, directly and permanently.



Links:

<https://www.bna.bh/.aspx?cms=q8FmFJgiscL2fwlzON1%2BDIKHMO2cgjcwT%2FXopnzJQjs%3D>

First: Communication with citizens:

One of the objectives adopted by the Southern Governorate is the principle of "communication", which takes place through various direct and smart channels available to the citizens and residents. The governorate receives, through such channels, all opinions and proposals that contribute to the comprehensive development and community partnership between members of the same community. While applying such methodology, the governorate takes into account achieving the following standards:

- Enhance effective and direct communication with the public.
- Digitize the communication process through enhancing electronic publishing technology.
- Reduce effort and time for all complaints and requests.
- Create digital database.
- Achieve the concept of transparency in all dealings.
- Help citizens and families on the one hand, and government bodies on the other hand reach at a meeting point to ensure the optimum response.

1.

2. Meetings held by H.H. the governor:

The Southern Governorate adopts the approach of continuous communication with citizens to ensure identify their needs and to take up their suggestions particularly as communication is the base of the governorate work. This aims at enhancing the security, development and community sides through follow-up and coordination with the relevant bodies to offer constructive suggestions that contribute to achieving comprehensive development with a view to meeting the aspirations of citizens in different regions of the Governorate.

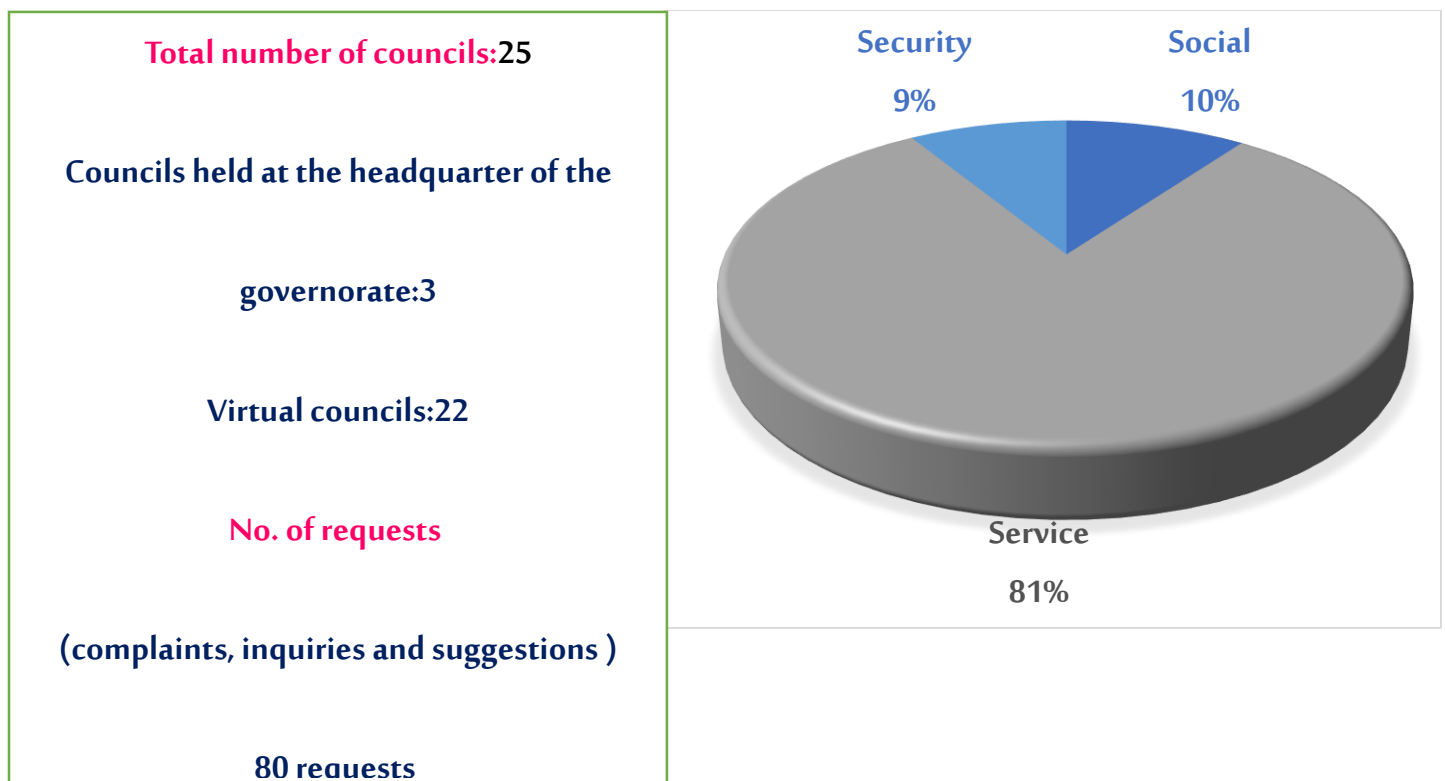
Thus, in light of the aforesaid, H.H. the Governor of the Southern Governorate held 25 meetings with the citizens of the governorate, whether direct or online meetings. This is beside holding 24 meetings with top figures, officials and ambassadors at the headquarter of the governorate. In the same context, H.H. made 19 field visits to several regions in the capital to identify needs of the citizens and to follow-up those services provided to citizens.

3. Governorate weekly meeting:

During the past year, the Southern Governorate organized 25 weekly meetings whether in the traditional and virtual means. H. H. Sheikh Khalifa bin Ali Al Khalifa, Governor of the Southern Governorate, met guests from the Council of Representatives, Shura Council, top officials, figures, businessmen, and a group of citizens and residents.

In light of the Corona pandemic and the rapid technological development, the governorate initiated to create and introduce another new service as a means of communicating with citizens, namely the "**virtual weekly Council of H.H. the Governor**", which was launched through " Zoom" program, as the council reflects that the governorate is keen on preserving the pioneering technical investment in remote visual communication technology. This comes in implementation of the principle of community partnership through smart channels of the governorate. The council aims to enhance ties of communication between the governorate and community through listening to suggestions and complaints of the citizens of the governorate, thus, identifying their needs through following-up and coordination with the concerned bodies in all security, social and developmental fields.

Statistics of the virtual weekly council



Links:

<https://bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDrarXmY5iSUX3qrynzzC2SM%3D>

<http://www.akhbar-alkhaleej.com/news/article/1253073>

<https://albiladpress.com/news/2021/4566/bahrain/702865.html>

<https://www.alayam.com/online/local/882762/News.html>

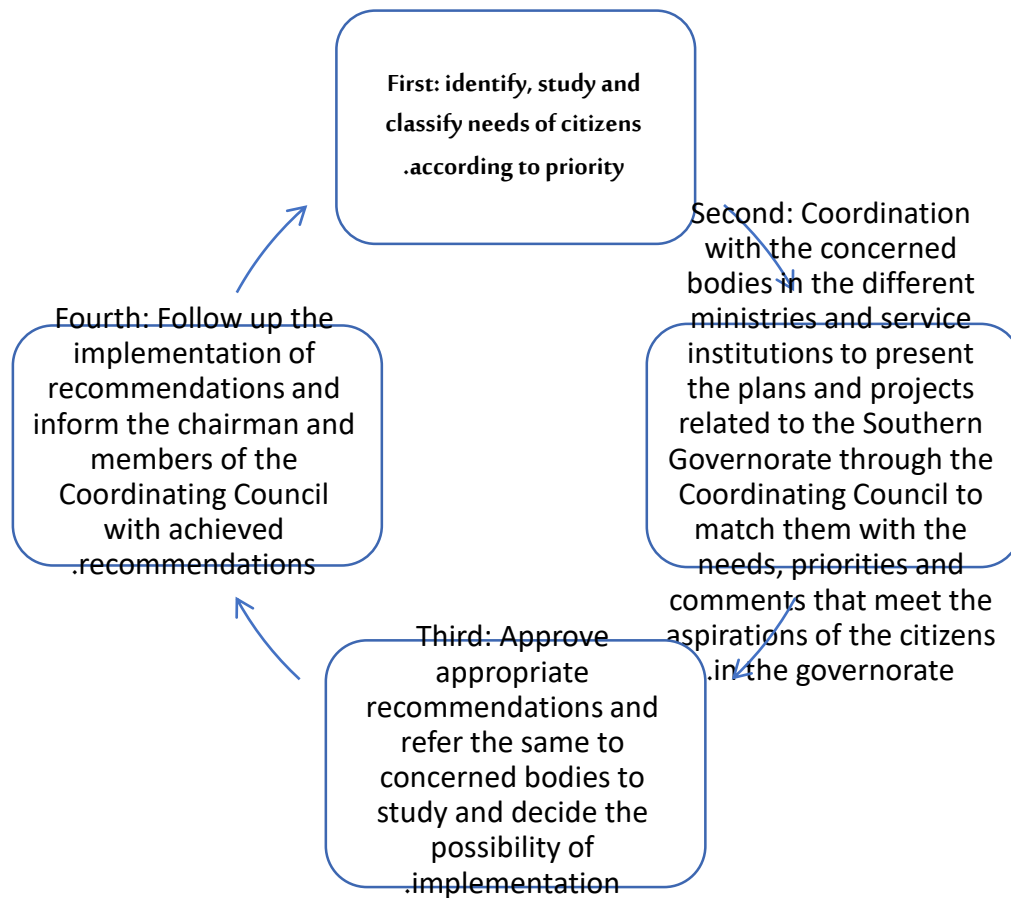
<https://bahrain.shafaqna.com/AR/AL/732240>

4. Coordinating council

The Coordinating Council is one of the most effective channels that highlights the governorate's role in enhancing communication with citizens and residents. The council, also, monitors and follows-up the needs of citizens and meets their aspirations in cooperation and joint coordination with various competent bodies to achieve all existing projects.

The Coordinating Council is distinguished, as compared to other interactive channels, with the integration of the service bodies represented under the umbrella of the coordinating council in addition to a number of representatives of the citizens who contribute to enhancing the concept of partnership and awareness of community responsibility. The Southern Governorate is keen on the sustainability of this council and its outputs and the continuity of the positive pace of work in transforming challenges into opportunities for development and modernization. This development was already witnessed during 2020 through using modern technologies and electronic transformation of all procedures and meetings, thus, achieving the vision of the Southern Governorate in this field.

○ **Work Mechanism of the coordinating council:-**



○

○ **Summary of achievements during the coordinating council:**

During the meetings, 36 topics were discussed, whether reports or recommendations

The digital transformation policy was applied through transferring all meetings and procedures to be held electronically

11 meetings were held during the period from January to December of 2020

Ratio of response and implementation of recommendations reached 92%

Links:

<http://bahrainnewsapp.com/1/Article/2233/202796733#.YNypLS0Rp0s>

<https://w6nnews.com/اخبار-البحرين/محافظة-الجنوبية-يتأسس-الاجتماع-الخامس/>

<http://157.175.90.226/news/2021/4572/bahrain/703762.html>

<https://pressn.net/article/11212808?news=محافظة-الجنوبية-يتأسس-اجتماع-المجلس-التنسيقي-الخامس>

4-Field visits:

In 2020, the Southern Governorate organized 18 field visits, which covered different regions of the governorate, with the aim of closely touching needs of citizens and residents and identifying their opinions and demands and following-up the same through coordination with the concerned government bodies in order to improve the level of provided services. In addition, suggestions of citizens are put-forwarded in the coordinating council, which is held once a month, to ensure the fulfillment of their needs and aspirations. Such field visits are one of the channels of the Southern Governorate, which have an effective role in facilitating coordination and cooperation with the competent bodies, thus, achieving benefits to citizens and residents

#	Field Visits	Month
	The management team visit to Khalifa City	January
	The management team visit to the region of Jouaskar and Al-Dour	January
	The management team visit to Hafira	January
	The management team visit to Western Riffaa region	January
	H.H. the governor follows-up needs of Eastern Riffaa Region	February
	The visit of H.H. the governor to the Western Riffaa Region	February
	The management team visit to Boquerara	June
	H.H. the governor follows-up needs of Boquerara	August
	The management team visit to labor accommodation and rectifying their conditions	August
	H.H. the governor follows-up needs of Khalifa City	February
		February
		June
		September
		December
	H.H. the governor follows-up needs of Al-Dour Region	September
	The management team visits to (Your Road Safety Initiative)	November
	The management team visit to the local market	December
	The management team visit to Buhair Region	December

Links:

<https://bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDou%2F0ruzwcFOUrDHJpMZxuo%3D>

<https://albiladpress.com/news/2020/4182/bahrain/635364.html>

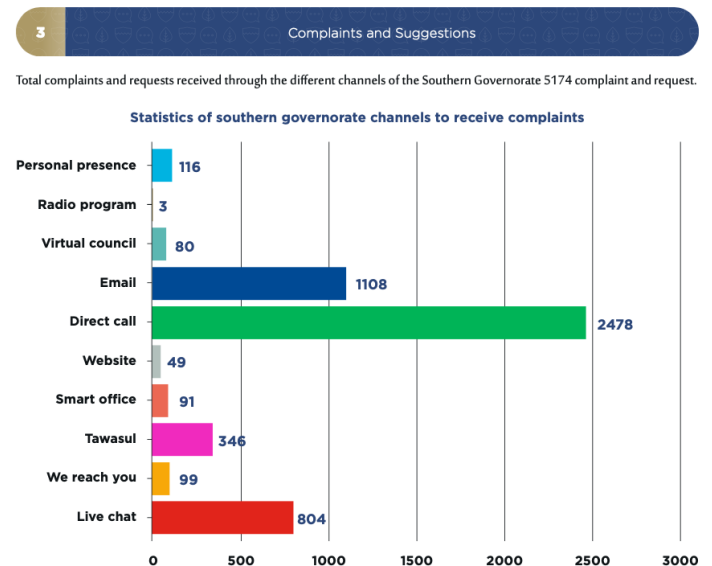
<https://albiladpress.com/news/2020/4434/bahrain/682939.html>

<http://www.akhbar-alkhaleej.com/news/article/1254541>

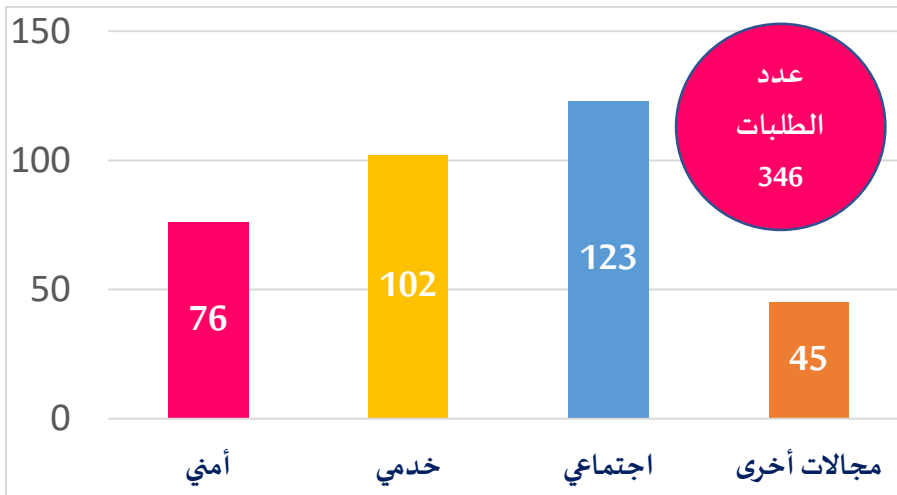
5. Complaints & suggestions:

The specialized team at the complaints and suggestions section simultaneously prepares a detailed report on the total number of complaints, suggestions and requests received through the governorate's channels, both direct and electronic ones, with a total of 5174 complaints and requests. The team monitors and follows-up all information, data and complaints in order to classify and sort the same. Then they are referred to the competent departments to be discussed during the coordinating council meeting to consider the best solutions to treat the same in cooperation and coordination with the relevant bodies in order to take appropriate measures towards the same and ensure quick achievement or response to the needs of citizens and families.

Total complaints and requests received through the different channels of the Southern Governorate 5174 complaint and request



أ. Online communication channels



1. Tawasul system

The Southern Governorate received 346 complaints and requests through the National Suggestion and Complaint System (Tawasul), distributed as 123 in the social field followed by the service field with 102 complaints and requests, and the security field 76 complaints and requests

2. Southern Governorate Application

The Southern Governorate's application comes within the strategy of the Southern Governorate regarding the government work to achieve corporate excellence based on a culture of knowledge and innovation, thus, contributing to highlighting direct communication to achieve a security, social and development system in accordance with the highest international standards through which the governorate can work to consolidate security, social stability and development in the community. The application contributes to easily providing several smart services to citizens keeping up with the state of the art technologies in this field.

○ services and characteristics of the Southern Governorate's "We reach you"

أحنا نوصلك

الرجاء ملء البيانات

نوع الطلب

الاسم

العنوان

التفاصيل

الموقع

المرفقات

سجل صوتك

إضافة صورة

إضافة فيديو

إرسال

○Number of requests (inquiries, suggestions, complaints) that were received through the (We Reach You) application: (99) requests

○Provide "location" service in order to identify the service location of the complaint.

○The service of sending the complaint through a voice message.

○The service of attaching a text, video or an image to the complaint.

- **Services and characteristics of the Sothern application – Live Chat**

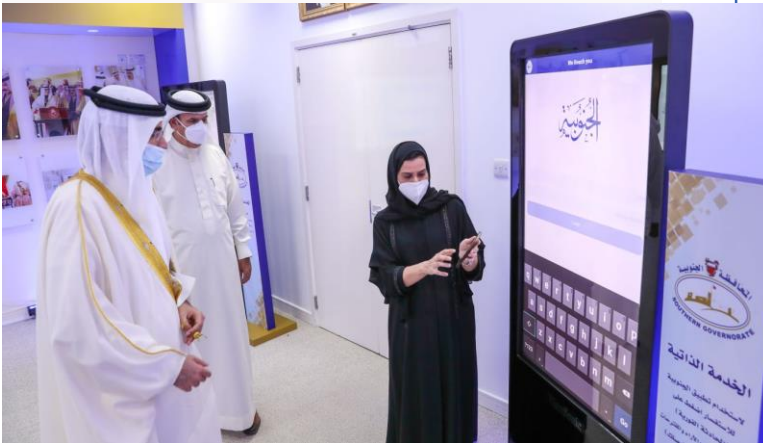
Number of requests (inquiries, suggestions, complaints) that were received through the Live Chat application: (804) requests ..

Provide "location" service in order to identify the service location of the complaint

Enter text, image or video for the complaint.

Activate the camera to shoot and send the complaint directly

3. Smart office



The governorate launched the "smart office" last year, to be the first in applying this innovative channel. This channel comes in response to instructions of the national team to confront the Covid19 Virus through adopting electronic means in dealing with customers. H.H. the Governor of the Southern Governorate directed the implementation of

the idea down to earth so citizens feel complete comfortability in filing their complaints and suggestions. In addition, the channel facilitates all capabilities, thus, gaining satisfaction of all citizens, particularly as one of the work objectives in the southern governorate is "electronic creativity". So the governorate seeks develop work mechanisms through the application of the latest technologies and services.

- **The smart office provides self-service interfaces for visitors of the governorate**

Links:

<https://alwatannews.net/article/914988/Bahrain> /محافظ-الجنوبية-65-من-الطلبات-الواردة-للمحافظة-عبر-

[تواصل-خدمة-اجتماعية](#)

An interface for the website and for submitting the request via E-forms.

an interface the live chat and an interface for Tawasul.

The governroate electronic map.

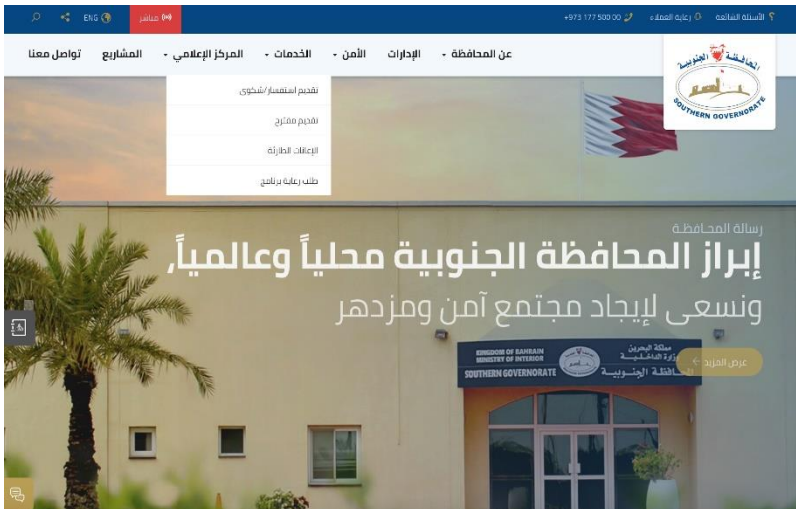
An interface for initiatives and programs

4. Website



The Southern Governorate launched its official website "remotely", as part of the governorate's efforts to enhance communication with residents and citizens with a view to providing the best innovative electronic services and keeping up with electronic communication and digital transformation through creating the best tools that contribute to making communication with citizens more effective. Thus, helping monitor and follow up their needs and development aspirations in different leading security, social and development fields.

Submitting inquiries and complaints through electronic forms that were divided as follows:



Forms for inquiries and complaints

○Form for submitting suggestions.

Program sponsorship application form.

Emergency benefits form, and Contact with Us form with us.

Links:

<https://www.bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDshcofwW8KhFnwmUjH2mhjA%3D>

<https://albiladpress.com/news/2020/4446/bahrain/684738.html>

<http://www.akhbar-alkhaleej.com/news/article/1218048>

<http://157.175.90.226/newspaper/4361/670535.html>

5. We Reach You

The Southern Governorate adopted the "We Reach You" platform, which operates via the "barcode" to receive service and social inquiries from citizens. The platform received 99 requests in different

fields from January to December 2020. The launch of this platform enhances the concept of partnership Community and communication with citizens through different means, including electronic applications.



Link

[-https://www.khabrk.com/news/3187611](https://www.khabrk.com/news/3187611)

محافظ_الجنوبية_المحافظة_حريصة_على_تقديم_وتطوير_الخدمات_الالكترونية_ال

6. Social Media



2045



185 Video



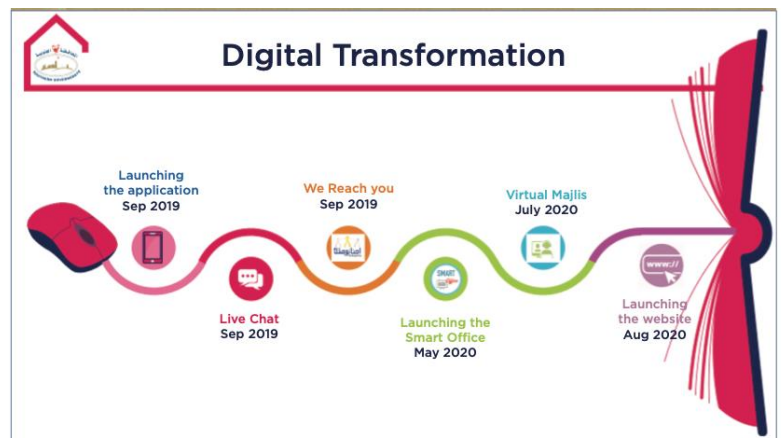
Followers 6266



16.3 KFollowers

A specialized team simultaneously prepares a detailed report on the results and statistics showing level of subscriptions and responses by followers. The team monitors and follows-up all information, data and complaints in order to classify and sort the same. Then they are referred to the competent departments to be discussed during the coordinating council meeting to consider the best solutions to treat the same in cooperation and coordination with the relevant bodies. The volume of interaction on social medial networks of the Southern Governorate is demonstrated through the total number of subscribers to the WhatsApp channel that reached 2045 since the launch of the service on 21st September, 2017, while the total number of followers of the Instagram channel reached 16.3 thousand followers and the number of published media materials reached 2,750 items. In the same context, more than visual item achieved more than 10 thousand views. As for the YouTube channel, the total number of uploaded videos is 185 videos with views amounting to 20 thousand views since the launch of the channel, while followers of the Twitter channel reached 6266.

Second: The Southern Governorate's digital transformation plan



Links:

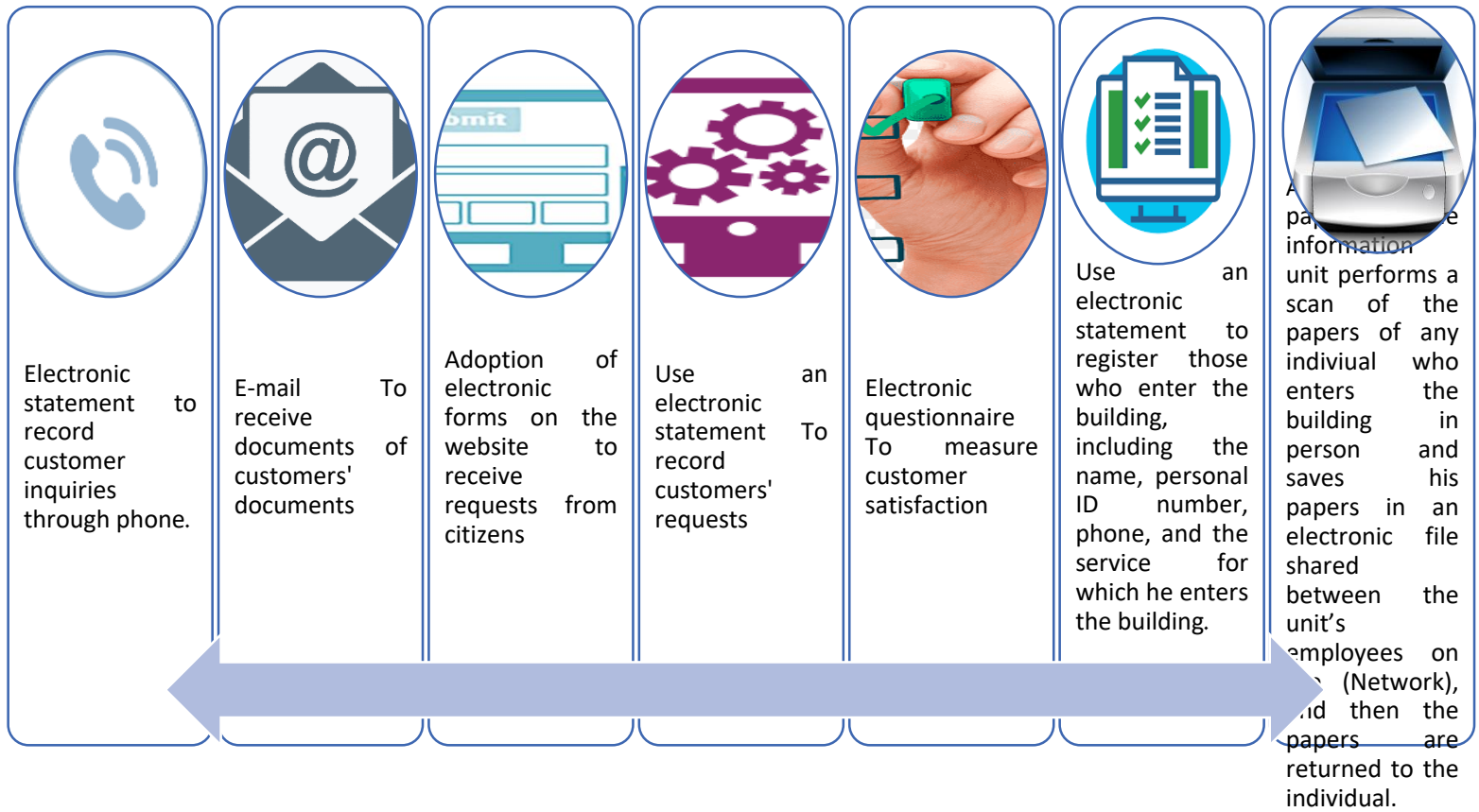
<https://alwatannews.net/article/884214/Bahrain> محافظة الجنوبية-مبادرات-حديثه-لمواكبة-التحول-الرقمي

<http://www.akhbar-alkhaleej.com/news/article/1235029>

Within the Southern Governorate's plan for digital transformation and as part of the governorate's objectives based on both communication and electronic creativity, the governorate continues to rapidly

digitize all its dealings with citizens. Therefore, the governorate took serious and practical steps to update and develop its communication channels with citizens after providing such channels with digital publishing techniques, thus, helping enhance their capabilities in building bridges of communication.

Most prominent initiatives adopted for digital transformation



Third prize for excellence in communicating with customers:



The Southern Governorate was awarded the excellence award in communication with customers for the year 2020, for the best interaction in the National System for Suggestion and Complaint (Tawasul). This honor was awarded by His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and Prime Minister as His Highness held an online meeting with the winning bodies.

The award is a prominent indication of the role the Southern Governorate plays in effective community coordination and partnership. The governorate plays this role in implementation of the directives of H. E. Lieutenant General Sheikh Rashid bin Abdullah Al Khalifa, Minister of Interior, aimed at meeting and following up needs of inhabitants and citizens in order to achieve the governorate's role in enhancing communication channels between residents and officials with the purpose of referring their needs and demands for the different government bodies and following-up solving the same. Particularly as (Tawasul) system plays a vital role in the development of government work through direct response to received comments with an individual nature.

Link:

<https://www.bna.bh/.aspx?cms=q8FmFJgiscL2fwlzON1%2BDIKHMO2cgjcwT%2FXopnzJQjs%3D>

3- Community Initiatives

The Southern Governorate's initiatives have a prominent role in enhancing the community partnership of different individuals and strengthening their skills and abilities towards serving their community

The Southern Governorate works diligently to involve NGOs and individuals within its community initiatives by proposing social and development projects and programs aimed at positive building and reliance on innovation and creativity. Such projects and programs come in line with the vision and goals of the governorate particularly as the interest in the governorate's community is one of the pillars of the governorate to enhance its mental image based on Security, communication and development.

These endeavors come as part of the governorate's efforts to enhance the concept of community partnership through involvement of the different segments of the community into volunteer work with the aim of enhancing the spirit of cooperation and solidarity and promoting the concept of loyalty towards wise leadership, may God preserve and protect them.



First: Programs and events

1. Comparison between initiatives of the last two years

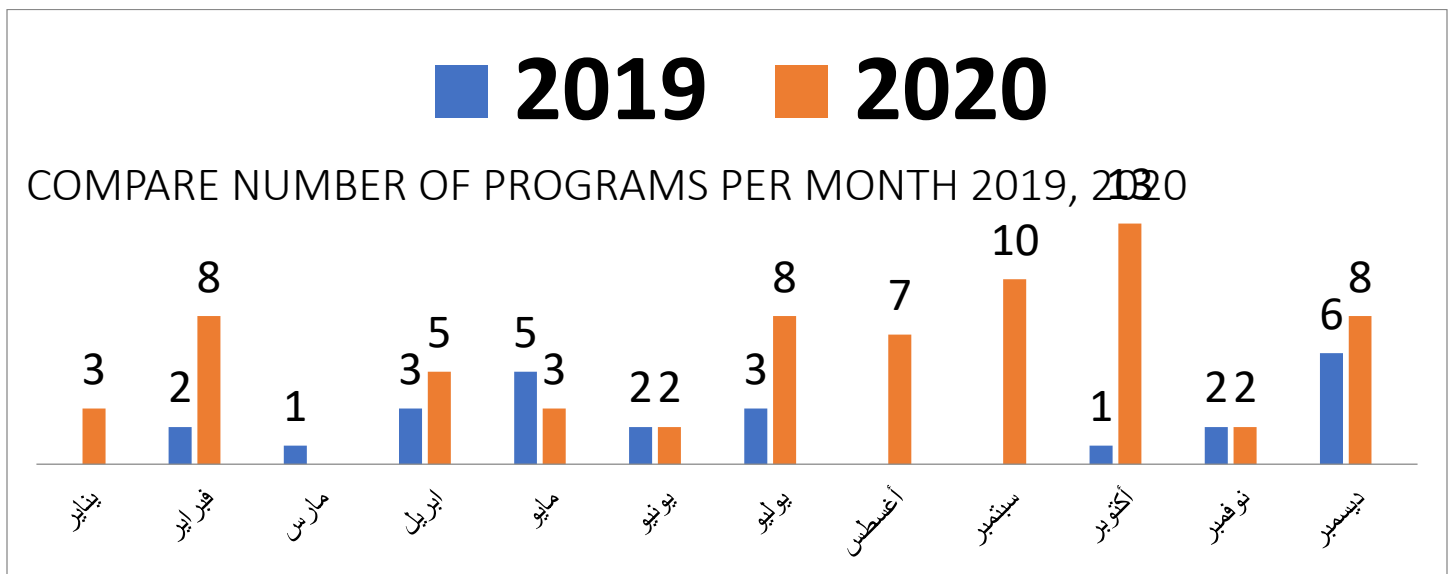
During the year 2020, the Southern Governorate participated in organizing and sponsoring 69 community initiatives against 25 programs and events in 2019. Thus, such figures demonstrate those efforts made by the governorate for broader enhancement the concept of community partnership in a more comprehensive manner to keep up with the governorate's plans to support different segments of the community.

COMPARISON BETWEEN ACTUAL NUMBER OF EVENTS IN 2019 AND 2020

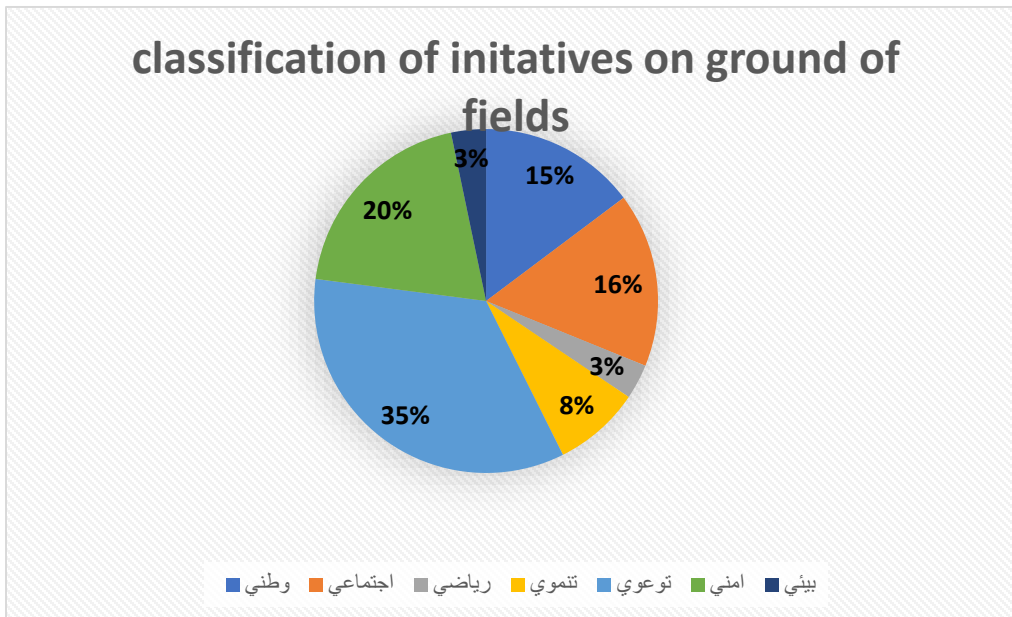


2. Comparison between monthly rate:

The Southern Governorate seeks to distribute the total initiatives on a monthly basis to coincide with annual occasions in order to take into account the trends of citizens who wish to participate or volunteer. Figures show the high rate of initiatives in the second half of last year, which translates the efforts of the governorate to increased awareness of citizens about dangers of the Corona pandemic (Covid) -19). Such efforts are embodied within the framework of intensive programs and activities through visual communication to ensure the concept of social distancing.



3. Classification of initiatives



The Southern Governorate adopted a genuine approach in diversifying the fields of initiatives held during the last year. This is achieved through examining needs and desires of the governorate community and their aspirations for programs and events. Therefore, last year witnessed an increase in the rate of development field by

23 initiatives coinciding with the Corona pandemic (Covid-19) through promoting community awareness via holding visual educational seminars and workshops, followed by the security field with 12 initiatives, while the social field was 10 initiatives, and the remaining activities and events were distributed between national, developmental, sports and environmental.

4. Most important initiatives during 2020 :

Links:

<https://www.albiladpress.com/news/2020/4437/bahrain/683359.html>

<https://bahrain.shafaqna.com/AR/AL/709491>

<https://www.bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDkZkpleHNAo095RoDxN366s%3D>

<https://theworldnews.net/bh-news/lmhfz-ljnwby-twzwi-sndyq-mshrw-gdhw-k-fy-bytk>

<http://157.175.90.226/newspaper/4217/642428.html>

<https://www.alayam.com/online/local/855684/News.html>

<https://bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDjZobfBtm46VZmAMK1uHoBo%3D>

<https://www.mkfbh.org/ar/almabarrah-alkhalifia-foundation-successfully-concludes-100-laptops-initiative.html>

<https://albiladpress.com/newspaper/4318/661852.html>

<https://www.albiladpress.com/newspaper/4285/655561.html>

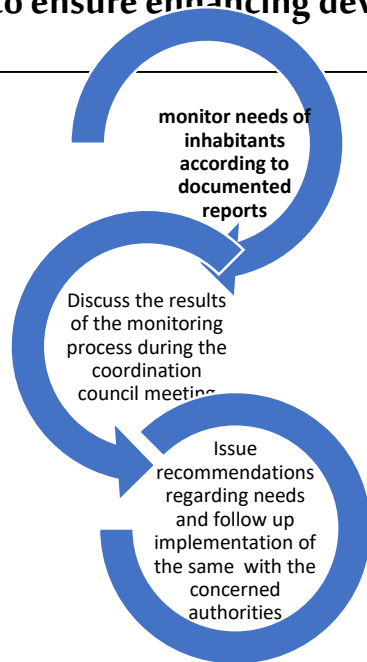
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<https://bna.bh/news?cms=q8FmFJgiscL2fwIzON1%2BDvF5Wp7kCshLmYzOBHsd3i8%3D>

4-Projects & Services

The Southern Governorate was burdened with a more pioneering role, as the projects executed on the ground

The Southern Governorate continues its leadership approach in monitoring the needs of citizens to ensure enhancing development and raising the level of services



demonstrate the volume of efforts that they are responsible for in order to serve the citizens and inhabitants. This is achieved through a work mechanism based on monitoring needs of the governorate regions by the field work team, then supporting such needs with reports to be discussed during the meeting of the Coordinating Council with continuous follow-up of the relevant bodies to implement such recommendations, thus, serving several objectives:

A mechanism that the field work team uses to monitor needs of citizens

•Ensure the sustainability of development projects and prepare a methodology for following-up the sustainability of project outputs based on community needs.

•Realize aspirations and ambitions of the citizens of the southern governorate and secure a decent life for citizens

•Ensure delivery of the outputs of the existing projects and meet needs of citizens in terms of housing, educational and health services.

•Keep up with the latest investment and tourism developments in the Southern Governorate.

Links:

<https://www.bna.bh/news?cms=q8FmFJgiscL2fwlzON1%2BDk2DBDlBO9sQ%2ByY%2BmC2HyYo%3D>

<https://www.albiladpress.com/news/2020/4357/bahrain/669730.html>

<https://alwatannews.net/article/946447/Bahrain> /محافظة-الجنوبية-يتفقد-احتياجات-أهالي-مدينة-عيسى

<https://www.albiladpress.com/news/2021/4544/bahrain/699238.html>

<https://alwatannews.net/article/866597/Bahrain> /محافظة-الجنوبية-المبادرات-الأمنية-تعزز-الوعي-الأمني-

والمجتمعي

<https://alwatannews.net/article/866597/Bahrain> /محافظة-الجنوبية-المبادرات-الأمنية-تعزز-الوعي-الأمني-

والمجتمعي