

Ministry of Municipalities Affairs signs contract with Silah Gulf



01-Apr-2015

Ministry of Works & Municipal Affairs and Urban Planning, Bahrain signed a contract with Silah Gulf to join the National Contact Center (NCC) project which was inaugurated by His Highness Sheikh Mohammed bin Mubarak Al Khalifa – Deputy Prime Minister, Chairman of the Supreme Committee for Information Technology and Communications. Under this contract, Silah Gulf will provide the Ministry with complete call centre support in terms of responding to the complaints and inquiries of Bahrain’s citizens and residents.

This move comes as a part of the Government’s National Plan to facilitate better and more efficient response to all complaints and inquires by unifying all of its services under one contact number to meet the expectations and satisfaction levels for the people of Bahrain.

The contract was signed in a formal ceremony by Sheikh Nasser bin Mohammed bin Abdulla Al Khalifa, Assistant Undersecretary for Resources and Information at Ministry of Municipalities Affairs and Urban Planning. The event was attended by Ms. Sawsan Safar, Head of Information Technology and Ms Aameena Alkhayat Head of PR at Ministry of Works & Municipal Affairs and Urban Planning, and from Silah Gulf the CEO Mr Ricardo Langwieder-Görner, Abdulrahman Beshams, Accounts and Projects Director, and Nada Al Gassab, Operations General Manager.

“Today the Ministry joins the National Contact Center which provides the people of Bahrain quick and easy access to all the government services through a unified contact number (80008001) which is available 24 hours a day. NCC’s comprehensive services of the highest standards in quality and regulations on both local and regional levels.” said Sheikh Nasser.

“The Ministry has always intended to implement government initiatives in various fields to provide high-level services to various segments of the society. Focusing on extending and activating communication channels is one of the Ministry’s top priorities and it is constantly keen to provide better services to the people of Bahrain. This new partnership is an example of our commitment to improve the level of responding to inquiries and resolving complaints related to services provided by the Ministry to the public,” Sheikh Nasser concluded.

Silah operates the National Contact Centre of Bahrain and has won, over 27 awards over the past 5 years including the best Integrated Government Contact Centre in the Middle East and United Nations Recognition for the National Contact Centre model in 2014 for the distinguished services it has provided around the clock through its toll-free number 80008001.