



Policy Name	
Department of Citizens Affairs at Al-Mamoun University	
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Policy Statement	
<h3>Introduction</h3> <p>The Citizens Affairs Department at Al-Ma'moon University is one of the vital administrative units playing a pivotal role in establishing communication between the university and the external community, especially with citizens interacting with the university. This department is concerned with providing support and assistance to citizens, whether they are students, staff, or visitors, to ensure that educational and administrative services are delivered in an organized and smooth manner.</p>	
<h3>Definition of the Citizens Affairs Department</h3> <p>The Citizens Affairs Department is an administrative unit within the organizational structure of Al-Ma'moon University. It aims to organize and facilitate all transactions and needs related to citizens, whether inside the university or in their interaction with various university institutions. The department acts as a link between citizens and university departments, ensuring the provision of effective and advanced services that contribute to increasing their satisfaction.</p>	
<h3>Importance of the Citizens Affairs Department</h3> <p>The importance of the department lies in its role as a meeting point between the university and the community. It acts as a mediator that facilitates communication and addresses problems that citizens may face while dealing with the university. Additionally, the department helps enhance transparency and improve the quality of services provided, which positively reflects on the university's reputation.</p>	

Responsibilities of the Citizens Affairs Department

1. **Receiving Citizens' Complaints:** The department receives all complaints and feedback provided by citizens regarding university services and follows up with the relevant authorities to resolve them.
2. **Providing Consultations and Guidance:** The department offers necessary guidance to citizens on how to interact with various university systems, whether administrative or educational.
3. **Facilitating Transactions:** It works to simplify procedures for citizens and speed up the processing of their various transactions.
4. **Organizing Communication between Citizens and the University:** The department coordinates between different university entities to ensure prompt responses to citizens' requests.
5. **Organizing Meetings and Events:** The department organizes periodic meetings with citizens to listen to their opinions and ideas regarding university services.

Services Provided by the Citizens Affairs Department

- **Providing Technical and Administrative Support to Students:** Assisting students in resolving issues related to registration, admissions, and academic curricula.
- **Providing Support to Staff:** Helping employees with various administrative issues.
- **Inquiry Service:** Offering accurate and comprehensive information about university services and programs.
- **Managing Complaints and Suggestions:** Registering complaints and working on their swift and effective resolution.
- **Raising Awareness Among Citizens:** Organizing workshops and seminars to inform citizens about their rights and duties within the university.

Organizational Structure of the Department

The department consists of several sub-divisions, including the Citizens Reception Section, Complaints Follow-up Section, Guidance Services Section, and Awareness and Communication Section. Each section is responsible for executing specific tasks of the department, ensuring efficient and effective workflow.

Challenges Facing the Citizens Affairs Department

Despite the efforts exerted by the department, it faces some challenges, including:

- **Increasing Number of Citizens** which increases workload pressure.
- **Delays in Some Administrative Procedures** due to system complexities or lack of resources.
- **Lack of Awareness Among Some Citizens About Available Services**, leading to unclear or repeated requests.
- **The Need to Update Technologies Used in Communication and Support Services** to keep pace with development.

Suggestions for Developing the Department

1. **Updating Technical Systems:** Adopting advanced electronic systems for receiving requests, complaints, and follow-ups.
2. **Increasing the Number of Qualified Staff:** To handle the growing number of citizens.
3. **Providing Regular Training Courses:** To improve staff skills in customer service.
4. **Continuous Community Awareness:** To inform citizens about available services.
5. **Creating an Interactive Electronic Platform:** To facilitate direct communication between citizens and the department.

Success Stories and Examples of Achievements

- The department resolved over 500 complaints last year with a high satisfaction rate among citizens.
- Launched an awareness campaign about the electronic registration system, which reduced errors by 40%.
- Organized introductory workshops for new university students, helping to ease their integration into the university environment.

Conclusion

The Citizens Affairs Department at Al-Ma'moon University plays an important role in enhancing the relationship between the university and the community. Through its diverse services, the department contributes to increasing citizens' satisfaction and improving the quality of educational and administrative services. It is essential to continue developing the working mechanisms and technologies used to ensure the department achieves its objectives efficiently.