

**Regarding: "What is published in the media
regarding citizens' petitions and their
complaints"**

In accordance with the Memo of H.E. Dean of Information Technology, No. 738 on 19-05-1433 Hijri, Regarding: "What is published in the media regarding citizens' petitions and their complaints"

And in accordance with the Memo of H.E. the Vice President for studies, development and community services, No. 5/1/1462 on: 18-05-1433 Hijri, Regarding: " Referring to the circular of H.E. KFU President, No. 38/2/367 on: 15-05-1433 Hijri, Regarding: What is published in the media regarding citizens' petitions and their complaints"

Which is accompanied by a Circular H.E. the KFU President, No. 38/2/367 on: 15-05-1433 Hijri,

And the text of the circular is as follows:

Circular

H. Excellencies:

Vice President for graduate studies & Scientific Research

Vice President for studies, development and community services

Vice President for Academic Affairs

General Supervisor for general administration of administrative and financial affairs

General Supervisor for general administration of knowledge exchange and cooperation

Assalam Alaikum wa Rahmatu Allah wa Barakatuh

The University received the very urgent written telegram of H.E. Minister of Higher Education No. 45340 on: 22/04/1433 Hijri, which includes receiving H.E. a copy of the Royal Order No. 21013 on: 19/04/1433 Hijri, directed its origin to His Royal Highness the Crown Prince, Deputy Prime Minister and Minister of Interior, including H.E. informed about what provides from information included that of What is published in the media regarding citizens' petitions and their complaints, which indicates to the great failure performance of some government agencies and especially service-oriented ones to meet the needs of citizens and to answer their questions and complaints or provide a convincing explanation to the failure of some of those services. And in spite of the holy place's emphasis on working to raise the level of government agencies to offer the citizens of services. Because of the importance that it has included guidance certainly competent authorities making sure on developing its services and provide the needy citizens and avoid any failures.

H.E. Minister of Higher Education has directed to read and complete the necessary thereunder.

Since the origin of the public employee to be faithful to the public interest within the scope of competence and be responsible for making every effort to contribute to the smooth

functioning of the facility where he works for the service, which was tasked in this attachment.

So, all agencies and departments at the university to comply with the following:

1 - Implement of orders and instructions and meet the interests of the dealers with the university without delay or inaction and as befits a university position as a scientific cultural institution working on Islamic law.

2 - Review of working methods and procedures in order to identify weaknesses that could lead to complacency in the implementation of citizens' services and work on them to ensure the avoidance of failures and speed the implementation of those services.

3 - Speed to respond to citizens' complaints and grievances. The ruling includes not responding to answer employee or answer their purpose procrastination.

4 - Support research and studies and lectures on public office and duties of the public employee and prohibited actions.

5 - Allocation of working time to the performance of the duties of the job in order to accomplish the interests of citizens at the desired pace.

I hope this should be strolling and adherence whereby direct your employees to the need to adhere so strictly so as not to violate the disciplinary accountability.

The management of follow-up, has to follow-up of this and submit periodic reports to us in this regard.

God bless you,,,

KFU President

Prof. Dr./ Yousuf bin Mohammed Jandan

Which is accompanied by very urgent written telegram of H.E. Minister of Higher Education No. 45340 on: 22/04/1433 Hijri,

And the text of the Telegram is as follows:

(Very Urgent – Written Telegram)

H.E. KFU President

Distinguished

Assalam Alaikum wa Rahmatu Allah wa Barakatuh:

We have received a copy of the Royal Order No. 21013 on: 19/04/1433 Hijri, (attached image) directed its origin to His Royal Highness the Crown Prince, Deputy Prime Minister and Minister of Interior, including H.E. informed about what provides from information included that of What is published in the media regarding citizens' petitions and their complaints, which indicates to the great failure performance of some government

agencies and especially service-oriented ones to meet the needs of citizens and to answer their questions and complaints or provide a convincing explanation to the failure of some of those services. And in spite of the holy place's emphasis on working to raise the level of government agencies to offer the citizens of services. Because of the importance that it has included guidance certainly competent authorities making sure on developing its services and provide the needy citizens and avoid any failures.

So hopefully read and complete the necessary whereby

My best Regards.

Minister of Higher Education

Dr. Khaled bin Mohamed Alankary

Which is attached by a telegram of Prime Minister, No. 21013 on:
19-04-1433 Hijri,

And the text of the circular is as follows:

◀ Telegram ▶

Kingdom of Saudi Arabia

Royal Court

(061)

High commands

**His Royal Highness Crown Prince, Deputy Prime Minister and
Minister of Interior**

Copy to Ministry of Higher Education

Assalam Alaikum wa Rahmatu Allah wa Barakatuh:

We have read what provides of information included that What is published in the media regarding citizens' petitions and their complaints, which indicates to the great failure performance of some government agencies and especially service-oriented ones to meet the needs of citizens and to answer their questions and complaints or provide a convincing explanation to the failure of some of those services. And in spite of the holy place's emphasis on working to raise the level of government agencies to offer the citizens of services. Because of the importance that it has included guidance certainly competent authorities making sure on developing its services and provide the needy citizens and avoid any failures ..

Then complete the necessary thereunder. ,,,

Abdullah bin Abdul Aziz Al Saud

Prime Minister