

Citizen Mobile Application For Consumer Protection Authority

To keep itself and its citizens ahead by providing the information and guidance, monitoring market prices of goods and services and curb their rise and also to guarantee consumer freedom of choice, equality, fair treatment, honesty and credibility. AL TOMOUH was chosen AL TOMOUH to develop a mobile application to reach people. This has helped it get closer to the citizens of their country.



Overview:

The customer is one of the government organisations in the Middle East which works towards implementation of consumer protection laws and its regulation within the country through consumer general awareness programs and use of proper scientific means to spread it on accurate and balanced bases in the society as a whole.

Challenge:

Receiving complaints from consumers and consumer societies immediately or from anywhere to investigate them and find appropriate solutions to help them from counterfeiting, swindling and monopoly.

Methodology & Approach:

The customer was satisfied and impressed with AL TOMOUH capabilities in technology and knowledge of the government sector. They assigned the job of developing a mobile application to enable the citizens to view real-time information and send complaints via smartphones.

AL TOMOUH conducted a comprehensive business study coordinated with their business units to collect exact requirements and custom developed application for citizens to work with iOS, blackberry, windows mobile and Android Operating Systems. It allowed the citizens to interact with the authority to know about the genuine products allowed for sale in the country and register any discrepancies in the market noticed, and to send feedbacks using mobile devices while on the move.

The highlights of the application developed for the organisation are; the customer experience through the UI and the features that enabled easy navigation and use of smartphones to check and verify the market prices of stores nearby their residence and also the rest of the stores in the city and country as a whole.

Outcomes & Conclusion:

Mapping of browser based services with smartphone application.

Enabled citizen to send complaints quickly with evidence via snaps of price tags. Quick and easier to address the feedback and resolution of complaints.

About AL TOMOUH

AL TOMOUH an IT Services Company providing software solution platforms specializing in a broad range of services such as Consulting, Application Software Development & Maintenance, Managed Operations IT Services, SMS, Cloud services etc., and solution offerings which include Office Automation, eVISA, Service Management, eServices, Document Management, Archive, Record Management, Mobile Apps, SMS gateway, CRM and HRMS etc.

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