



His Royal Highness
Prince Salman bin Hamad Al Khalifa
The Crown Prince and Prime Minister



His Majesty
King Hamad bin Isa Al Khalifa
The King of Bahrain

Capital Governorate Annual Report 2020



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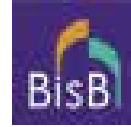
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iPhone and Android

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Prepared by Information and Follow-up Directorate at
the **Capital Governorate** Public Relations and Media Section

Strategic Partner



Capital Governorate would like to thank the Partenars and Sponser for their support and contribution in 2020 to the programmes and activities organized

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**Customer Communication Excellence Award (Tawasul)
2018 - 2019 - 2020**



**Customer Service Awards - Stevie
2020**



**Arab Smart Government Award
2019**



Governor Words

The discovery of the first Coronavirus case (Covid-19) in the Kingdom of Bahrain on 24 February 2020 caused all the state entities to take action in a proactive manner under the sublime directions of His Majesty King Hamad bin Isa Al Khalifa, and the leadership of His Royal Highness Prince Salman Bin Hamad Al Khalifa, the Crown Prince and Prime Minister, to contain the spread of the pandemic, mitigate its severity, and control its repercussions. Simultaneously, the Capital Governorate supported the front lines with all its capabilities and cadres in response to the call for national and humanitarian duty.

The government's directives, headed by His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince and Prime Minister, had great impact on proactively warding off the danger and mitigating the consequences of the pandemic that impacted the society and the economy. This had led to high recognitions at a local and international levels. In addition to the superior healthcare and the provision of free vaccines to citizens and residents, the government provided financial and economic packages, totaling 4.5 billion Dinars, with the aim of helping people, supporting the private sector, and providing liquidity packages to citizens and residents where most needed. The kingdom guaranteed paying the salaries of insured Bahraini employees, paying electricity bills, supporting taxi drivers, and supplying other basic needs. This had enabled the Capital Governorate to fully play its integral role in serving the society using its superior communication and coordination capabilities with national institutions and the civil society in order to confront the adverse effects of the pandemic.

The Coronavirus pandemic, which imposed exceptional circumstances on Bahrain and the whole world, did not refrain the Capital Governorate from developing its communication mechanisms with the public and launching its pioneering initiatives. The governorate has doubled its efforts and involved volunteers from the local community to carry its initiatives and projects that stem from its vision and mission of excellence and leadership to serve citizens and residents. The governorate has exercised its discretion to take a leading role since the start of the pandemic by launching an awareness campaign on the importance of following health precautions among foreign workers in their whereabouts. This campaign was initiated along with a wide sterilization campaign of the governorate streets, main roads, and markets with the help of 50 volunteers of different gender who were trained by the General Directorate of Civil Defence to carry out this task. The governorate took the responsibility of delivering supplies and food to affected individuals and those who have lost their jobs, thus setting the stage of a leading example in social responsibility.

The Capital Governorate is the first governorate in the kingdom to launch this initiative titled "Together We Care" in cooperation with the community police, Bahraini charitable societies, civil society institutions, clubs and foreign communities' societies in Bahrain, and foreign embassies. The total number of food baskets and meals distributed by the governorate, along with the support provided by the "Fina Khair" initiative launched by His Highness Sheikh Nasser bin Hamad Al Khalifa, representative of His Majesty the King for Humanitarian Works and Youth Affairs and Chairman of the Board of Trustees of the Royal Humanitarian Foundation, exceeded 556,000.

Thus, the Capital Governorate presented the utmost civilized and humanitarian image in serving the society, and where the scenes of the community police distributing hot meals and food baskets to the needy citizens and residents alongside the capital governorate employees topped the coverage of social media and foreign channels.

Thanks to its strong relationships and superior ability to communicate with the local community, the Capital Governorate was able to engage banks, companies and merchants to support its activities and initiatives. In addition to preparing and equipping the Ain Adhari Park hall and a camp in the Abu Ghazal area with all the necessary needs as a shelter for foreign workers when needed, a number of buildings and hotels donated by their owners were used as shelters and isolation centers for the medical teams and those infected by the pandemic.

Moreover, the governorate distributed computers to students from needy families and launched the largest and successful campaign of its kind across all areas of the governorate, in cooperation with the concerned authorities, to reduce the density of inhabitants in collective or shared houses. During 2020, this campaign was able to successfully reduce the density in 1445 buildings. Additionally, and within the framework of community partnership, the Capital Governorate cooperated with the Ministry of Health and volunteers in inspecting 400 men's and women's salons in the governorate to implement health and safety requirements.

Despite the exceptional circumstances of COVID-19 pandemic, the governorate continued its work and initiatives, including but not limited to the healthy cities project, to fulfil the World Health Organization standards and requirements and qualify for the title "Manama, a healthy city". This however was not announced due to the circumstances of the pandemic. In addition, the governorate inspected 14 stores for refilling small gas stoves deemed dangerous to the population, and worked on the inclusion of security and safety requirement, in cooperation with the concerned authorities. It also launched innovative and versatile means of communication between the governorate, citizens and residents, and various groups of the society. The governorate did not lag in receiving public complaints through its digital communication channels but actually accelerated their resolution. It received 1,376 complaints, requests, and proposals in 2020, 686 of which were resolved, which is about 50% of all complaints. This enhanced interaction between the people and the governorate came as a result of activating digital communication channels with citizens and residents and developing them to suit the current circumstances.

This comprehensive report documents the Capital Governorate achievements and efforts made through this difficult and challenging year 2020. This report would not have been possible to compile without the support and directives of His Excellency General Sheikh Rashid bin Abdullah Al Khalifa, the Minister of Interior, and the dedication of the governorate's team and volunteers who set the most wonderful example of sacrifice for the sake of the Kingdom of Bahrain.

Hisham bin Abdul Rahman bin Mohammed Al Khalifa



Capital Governorate History

Capital Governorate is the first of the four Governorates in the Kingdom of Bahrain. It was announced in 1997 in accordance with the provisions of Decree Law No. 16 of 1996 on the Governorates regulation, in order to maintain the advancement of the Governorate in all respects, and develop it socially, economically and architecturally.

As a result of activating the basis and principles set out at the National Action Charter, which was approved by the Bahraini people and with the issuance of the amended constitution of 2002, as well as several law decrees issued by the King, the Governorates law has been amended and developed in line with the principles of the great reform project of His Majesty the King.

Decree No. (7) of 1997 appointing the first governor of the Capital Governorate – Shaikh Abdul Aziz bin Abdullah bin Atiyat Allah bin Al Rahman al Khalifa. on May 8, 2002, a Royal Decree No. (16) of 2002 was issued, appointing Shaikh Hamoud bin Abdullah bin Hamad Al Khalifa as the next Capital Governor. He remained in this post for two consecutive terms.

In October 2011, a Royal Decree No. 100 of 2011 was issued, appointing Shaikh Hisham bin Abdul Rahman bin Mohammed Al Khalifa as the governor, and for four consecutive years, his appointment was renewed twice in 2016 and 2020.



Area

90,25 km²



Population Density

5927



Population

534,939



Location

The Capital Governorate is located in the North East of the Kingdom of Bahrain. It links the Muharraq Governorate three causeways also linked to Sitra Island with a another causeway.

- 01 Al Fatih Mosque
- 02 Al Khamis Mosque
- 03 Al Najma Bahrain Club
- 04 Bahrain Fort
- 05 The Bahrain National Theatre
- 06 Bahrain National Museum
- 07 Bahrain Financial Harbour
- 08 Bab Al Bahrain
- 09 Gold City
- 10 Beit Al Quran
- 11 Bahrain Synagogue
- 12 Capital Mall for Bahraini handmade products



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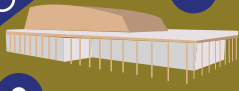


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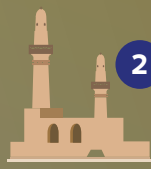
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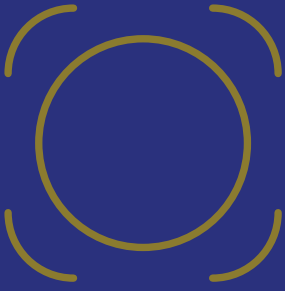


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Vision

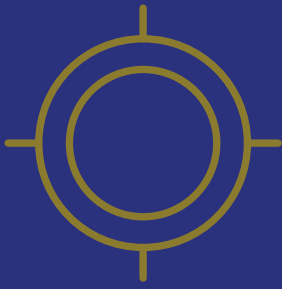
To be a leading and distinctive Governorate in serving its citizens and residents for a better life and sustainable development.



Mission

To contribute in providing excellent and quality services, developing the society and the economy while maintaining a secure, attractive, and sustainable environment for citizens and residents, through creating effective partnership with all sectors of the society





Strategic objectives

To achieve the vision and mission of the Capital Governorate, the strategic objectives have been formulated in order to improve the level of services provided to citizens and residents. They are outlined as follows:

Finding appropriate solutions and solving the complaints submitted by citizens and residents

Contributing to enhance the level of services and develop the performance of the Government

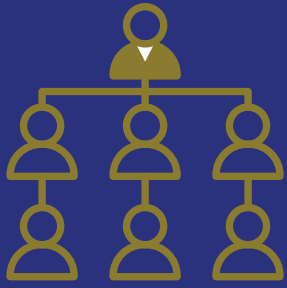
Maintaining security and public order

Improving infrastructure

Preserving and improving the Environment

Developing the Governorate economically and socially and making it a sustainable city

Consolidating community partnership and deepening patriotism



Organizational Structure



**Excellency Shaikh Hisham bin Abdulrahman
bin Mohammed Al Khalifa**
Capital Governor



Excellency Hassan Abdullah Al Madani
Deputy Governor



Excellency Shaikh Isa bin Ali Al Khalifa
Social Programmes and Society Affairs Director



Jameel Hasan Al Ruwaie
Engineering Services and Investment Director



Hessa Jassim Al Ahmed
Human Resources and Finance Director



Yusuf Yaqoob Lori
Acting Director of Information and Follow-up

The Deputy Governor



Excellency Hassan Abdullah Al Madani
Deputy Governor

The Deputy Governor assists the Governor in the work delegated to him, acts on his behalf during his absence or preoccupation, and supervises the Social Programs and Community Affairs Directorate and the Engineering Services and Investment Directorate, which are two service directorates that have direct contact with the public and its needs.

The Deputy Governor coordinates the weekly meeting between the Governor, the Deputy Governor, and the managers of the Governorate, coordinates the Governorate Coordinating Council's monthly meeting, supervises the presentations and reports presented at the Council's meeting, in addition to following up on the implementation of recommendations and chairing its meetings in the event of the Governor's absence or preoccupation.

The Deputy Governor heads the Emergency Subsidies Committee, which handles the disbursement of subsidies to those affected by fires and disasters, and provides them with alternative housing if their homes were damaged. The Deputy Governor monitors the progress of projects and initiatives launched by the Governorate, and assesses them in cooperation with the directorates to be presented to the Governor for adjustments and ensuring their continuity.

The Deputy Governor is the link between the local community, the Governorate and the official authorities.

The Social Programs and Community Affairs Directorate



Excellency Shaikh Isa bin Ali Al Khalifa
Social Programmes and Society Affairs Director

The wise leadership's directives are reflected in maintaining social security for all of society's citizens and residents. This is what we aim for when translating these directives via programs, events and field studies at the Social Programs and Community Affairs Directorate, which in turn elevates the individual, family and society. In addition, we strive to develop plans that raise the level of Social development in the Governorate via the Programs Department, work to address and find solutions to social problems at the Community Affairs Department, and provide programs and events aimed at deepening patriotism and community partnership.

The Engineering Services and Investment Directorate



Jameel Hasan Al Ruwaie

Engineering Services
and Investment Director

The Engineering Services and Investment Directorate at the Capital Governorate works on creating a data base of the basic needs of infrastructure, and service, construction and investment projects in order to be a link between the Governorate's residents and the Kingdom's service ministries to overcome technical difficulties through official channels, follow up on citizens' complaints, find solutions to them, and develop plans to raise the level of productivity of the individual and society.

The Services and Research Department develops and proposes development plans, studies, and research regarding the on-the-ground reality of services and future needs, and assesses the Governorate's needs for services. The Engineering and Urban Projects Department, in coordination with government agencies, supervises the provision of engineering and construction services and follows up service related complaints of the Governorate's residents. The Investment Department established an urban development and investment plan to increase development services, and follows up development and investment projects in different fields. The Engineering Services and Investment Directorate also inspects random homes (workers' accommodations), restaurants, factories and warehouses in industrial areas, and inspects joint collective housing buildings as part of the Capital Governorate's efforts to limit the spread of Coronavirus (Covid-19).

The Human and Financial Resources Directorate



Hessa Jassim Al Ahmed

Human Resources and Finance Director

The Human and Financial Resources Directorate, via the Human Resources Department, is keen on providing a supportive environment and organizing specialized training programs that ensure the development and elevation of the level of human resources in the Governorate, In addition to developing financial plans, via the Financial Resources Department, that provide effective services within the limits of the allocated budget and in accordance with the unified financial policies. This is in order to improve performance and meet all the requirements to work in an optimal manner, provide the necessary services, materials and tools from the Employees Affairs Department, and create a distinct work environment via the administrative services provided by the Human and Financial Resources Directorate, thus achieving the directives and vision of His Excellency the Governor.

Information and Follow-up Directorate



Yusuf Yaqoob Lori

Acting Director of Information and Follow-up

The Information and Follow-up Directorate continues to implement its strategic programs and plans in order to achieve the vision and mission of the Capital Governorate, as it was keen to keep abreast with media coverage, via the Public Relations and Media Department, to highlight its achievements despite the pandemic conditions. It also continues to manage the work of the Coordination Council headed by His Excellency the Governor to ensure providing the best services to citizens and residents via the Secretariat of the Council, and has continued to provide solutions and services virtually, via the website and "My Capital" Mobile app, thus achieving digital transformation in services via the Information Systems Department.

Thanks to the leadership role of His Excellency the Governor, the Information and Follow-up Directorate succeeded in issuing the annual report.

Most Significant Achievements

Capital Governorate wins the Excellence Award for Communication with Customers "Tawasul" for the third year

Capital Governorate wins the "International Stevie Awards" for the customer service category

Capital Governorate received 1,376 complaints, requests and suggestion in 2020, 50% were implemented

Distributing more than 556,000 meals and 53,000 food baskets to the people affected by the Corona pandemic

Reducing congestion in the joint workers accommodation buildings by 74%

The Security Committee holds 20 meetings and came up with 70 recommendations, of which 97% received a response

Capital Governorate organized 17 sterilization campaigns for different areas in the Governorate, with the participation of 50 volunteers

Continue the inspection campaigns on restaurants by including safety and health requirements in 36 restaurants in Al-Naim area

The completion of the campaign to ensure that the safety and security requirements are met in the gas refilling shops for small stoves

The Coordination Council raises 96 recommendations, of which 42% have been implemented, and work is underway on 24%

Executing 24 field visits to the various areas and villages of the Governorate

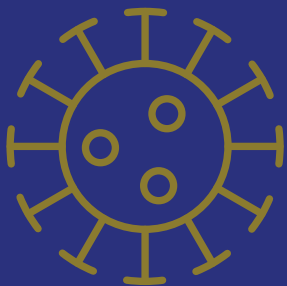
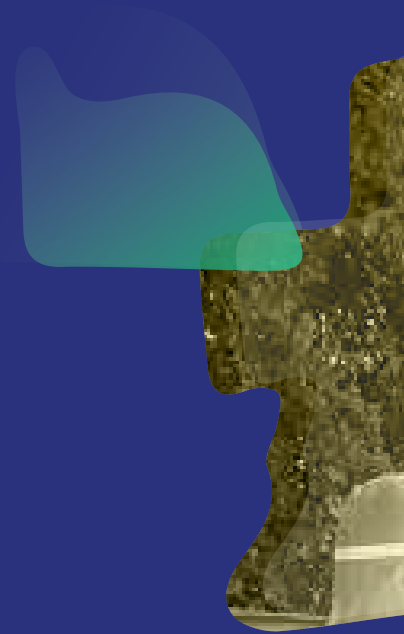
Publishing 206 different press materials/ press releases to promote the governorate's roles and objectives

Honoring 28 entities and individuals at the Capital Governorate Volunteering Pass award

Organizing and supporting 45 events and programs in various fields



Chapter One



Combating Coronavirus (Covid -19)

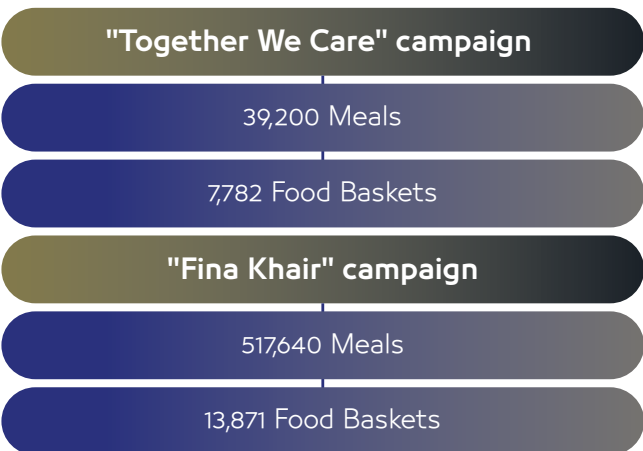
The Capital Governorate efforts played an effective role in supporting the kingdom in addressing the potential adverse effects of the pandemic





Second

Providing Food Subsidies to Citizens and Residents



The Capital Governorate took the initiative to distribute meals and food baskets to the capital’s residents and expatriate workers, thus being the first governorate to undertake such initiative. On the first of April 2020, the governorate embarked on distributing food supplies in cooperation with the Capital Governorate Police Directorate’s community police, and where 7782 food baskets were distributed to the people of the governorate. This initiative of cooperation became an inspiring model that reflects the principles of effective community partnership. The initiative has also been generalized and applied to the remaining governorates.

The Capital Governorate launched the “Together We Care” campaign aiming at aiding those in need by providing meals and food baskets. Since the spread of the pandemic in the Kingdom of Bahrain, His Excellency Sheikh Hisham bin Abdulrahman Al-Khalifa, Governor of the Capital Governorate, directed this campaign to support and deliver aid to Bahraini families that are in need as well as to expatriate workers in order to overcome these exceptional situations with the least possible losses.



Under the directives of His Highness Sheikh Nasser bin Hamad Al-Khalifa, HM the King’s Representative for Humanitarian Work and Youth Affairs, National Security Advisor, Chairman of the Board of Trustees, and Chairman of the Royal Humanitarian Foundation, a campaign named “Fina Khair” was launched as a humanitarian aid in response to the health crisis. The Capital Governorate cooperated with the Capital Governorate Police Directorate to intensify its efforts to carry out the distribution of breakfast meals and



food packages in the month of Ramadan with the help of volunteering teams, NGOs, clubs and unions within the capital. The total number of Iftar meals distributed during the campaign reached 556,840 meals.

As a continuation of its humanitarian efforts, and

after the month of Ramadan, the Capital Governorate continued distributing food baskets as part of the “Your Food in Your Home” campaign. A total of 13,871 food baskets were distributed to many Bahraini families either in need or directly affected by the Coronavirus pandemic.



Second

Reducing the Density of Labor in Buildings in Central Manama

Based on the Coordination Committee’s decree headed by His Royal Highness Prince Salman bin Hamad Al-Khalifa, the Crown Prince and Prime Minister, and in implementation of the directives of the His Excellency General Shaikh Rashid bin Abdulla Al Khalifa, the Minister of Interior, the Capital Governorate formed three teams with the mission of reducing the density of foreign workers in Central Manama as a precautionary measure to prevent the spread of the Coronavirus and to put the right measures for health, security and safety. Two teams were responsible of regularly inspecting buildings located in the city of Manama, while the third team followed up complaints placed by residents with regard to buildings’ overpopulation. The teams

coordinated with the following entities: The Capital Municipality, the Ministry of Health, the Electricity and Water Authority, and the Capital Governorate Police Directorate.

In light of the large concentrations of foreign workers in the Capital Governorate, especially in the city of Manama where their numbers are about 69,000 distributed in five residential complexes, the teams formed under the leadership of the Capital Governorate began to carry out immediate site visits to inspect the buildings located in Central Manama and worked to promptly amend their condition. The most prominent violations observed were the accumulation of large

numbers of workers in small rooms with hazardous electrical connections and a lack of minimum standards for health, security and safety. During their site visits, the teams noticed overcrowding in a number of apartments despite the presence of other vacant apartments in the building. They have been flagged as violating buildings. Therefore, the teams coordinated with the concerned land lords to distribute workers among those apartments in order to reduce the existing inhabitant density.

The Capital Governorate also contacted the major companies whose workers reside in Central Manama to find alternative housing for them in other areas to reduce the inhabitant density in the buildings.

This campaign was the largest in the country. The joint team efforts resulted in reducing the inhabitant densities of the violating buildings by reducing the number of workers from 20,000 to 14,888 (about 74%, as per the date of preparing this report), which is well above the targeted goal set by the Capital Governorate.

The teams continue to conduct site visits on a daily basis up until the violating buildings abide by the requirements. This will ensure not repeating previous violations, thus contributing to reducing the spread of infection among the residents of the shared accommodations.



In implementation of the directives of H.E. General Shaikh Rashid bin Abdulla Al-Khalifa, the Minister of Interior, with regard to reducing the density of expatriate workers in their residences as a precautionary measure within the national efforts to limit the spread of the Coronavirus, the Capital Governorate established new temporary accommodation centers for expatriate workers. The governorate inaugurated two new centers, the first in Adhari Park and the second in the Abu Ghazal area.



This important Capital Governorate’s plan to reduce the density of expatriate workers in their residences guarantees that the accommodation process goes according to strict precautionary measures and ensures that all means of comfort, including equipment, are provided during workers’ stay at the temporary center, and that preventive health measures are in place to ensure their safety. The costs of establishing the

temporary accommodations were financed by private sector companies and sponsors.

The Capital Governorate, in cooperation with the private sector institutions, companies and merchants, was able to provide accommodation for a total capacity of 2,089



people in various regions of the governorate, namely, the old Bahrain Chamber of Commerce and Industry building, the Jamal Shwaiter Sweets building in Gufool, the Rozana Hotel, Altajdeed cultural and social society, and the building of Mr. Saeed Al-Nooh.



Fourth

Sanitizing Vital Locations, Streets and Roads

The Capital Governorate launched a campaign to sanitize vital sites and streets in various regions in cooperation with the Capital Governorate Police Directorate, the General Directorate of Civil Defense, a number of supportive entities, and with the active participation of 50 volunteers trained by the Civil Defense. This joint effort was prominent in successfully completing sanitizing the Manama Souq area, specifically Bab Al-Bahrain, Al-Naim, Umm Al-Hassam, Al-Zinj, Al-Qudaybiya, Al-Juffair and Block 338.



Sixth

Applying
Precautionary
Measures
at Religious
Occasions



The Capital Governorate formed a committee to follow up on precautionary measures and their application during the religious occasions. The committee presented awareness sessions to a number of Mattams and Hussainiyas officials, in the governorate and urged them to adhere to the health and precautionary measures to ensure no violations would occur.

On the other hand, the governorate has coordinated the publication of press interviews for a group of influential senior religious scholars to deliver a message to the people about the importance of following precautionary



measures and the prohibition of harming oneself and others.

Seventh

Inspecting
Salons and
Hairdressers
and Distributing
Awareness
Leaflets



The Capital Governorate, in cooperation with the Ministry of Health, the General Directorate of Civil Defense and a group of volunteers, organized a campaign in June 2020 to inspect men and women salons and hairdressers around the capital in order to ensure the implementation of the health and safety precautionary measures. This was part of the efforts

to limit the spread of Coronavirus. The number of salons inspected reached 400, in addition, awareness and health instructions leaflets were distributed in several languages to clients and passers-by during the campaign.

Combating Coronavirus (Covid-19) //////////////////////////////////////

The number of volunteers participating in the campaign reached 121 from both genders. They also took part of a training session organized by the Capital Governorate in cooperation with the Ministry of Health to prepare them to conduct inspection campaigns to assess the health situation in men’s and women’s salons, hairdressers and beauty shops and to ensure that health requirements and procedures are not violated.



Eighth

Activating Community Partnerships with the Private Sector and NGOs



1

The Private Sector



The Capital Governorate has contacted its strategic partners, private sector companies and citizens, in order to provide the necessary financial support to confront this pandemic. The total amount collected to support the governorate’s efforts to combat the pandemic amounted to 312 000 Dinars. This amount was directed to alleviate the adverse effects of the pandemic on citizens and residents. Camps and headquarters have been prepared to accommodate foreign workers, meals, food baskets, and computers were distributed to families in need, main roads and streets were sanitized, as well as other costs were covered to mitigate the impact of the pandemic on people.



2

Non-Government Organization



Non-government organizations and associations had a prominent role in supporting the initiatives launched by the Capital Governorate since the early days of the pandemic. Many volunteers from these organizations helped the governorate's front-liners and teams in distributing meals and food baskets, sanitizing roads and streets, and assisting in awareness campaigns for communities and foreign workers by translating and distributing publications.

Among the most prominent Non-government organizations and associations cooperating with the Capital Governorate in this campaign are:

- The Bahrain Keraleeya**
An Indian society providing volunteering cultural and social activities
- KMCC**
An Indian society providing volunteering cultural and social activities
- Samajam**
- The Indian Club**
- The Bangladesh Cultural & Social Society**
- The Filipino Volunteering Societies**
- Together We Care**
volunteering groups organizing several charity and volunteering programs
- The Bahrain Keraleeya**
An Indian society providing volunteering cultural and social activities
- Al-Adliyah Mosque**
- Al-Hooraa Charity Fund**
- Jurdab Charity Fund**
- The Sanabis Society**
- Al-Atta Team**
- The Sanad Fund**
- Al-Suqaya Charity Society**
- The Hooraa and Qudaibiya Society**
- The Charity Society of Bilad Al-Qadeem, Zinj, Al-Salhiya**
- BKSF**
An Indian organization providing volunteering support
- Bahrain Malayali Media Forum**
AN Indian PR Forum for Malayali language speakers from India
- The Pakistani Club**
- The Nepali Club**
- Al-Seef Mosque**
- Umm Al-Hassam Charity Society**
- The Capital Charity Society**
- Al-Eker Charity Society**





The Capital Governorate has cooperated with a number of embassies in the Kingdom in order to help deliver basic food needs to their communities that were affected by the pandemic in losing their jobs. These embassies were as follows: Palestine, Indonesia, India, Nepal, the Philippines, Sri Lanka, Egypt, Pakistan, and Thailand.



His Excellency the Governor launched the “Because You Are Important” campaign for psychological support during the Coronavirus pandemic. An online ceremony was held in cooperation with a group of specialists in the fields of psychology, emotional, social care and life skills, and with a group of companies and supporting institutions. The campaign’s objectives were to take care of the psychological well-being of citizens and residents, and to enhance their resilience during crises such as the current pandemic. The campaign focused on the major psychological repercussions the pandemic has on societies around the world and the efforts needed to build the necessary awareness and prepare for the post-pandemic future.



Chapter Two



Supervising Development and Communicating with the Residents

The Capital Governorate has always been keen to monitor the services provided by the government to the citizens and residents, and relied on the most important and effective communication channels to enhance contact with the community



1 Direct Communication Channels

The Capital Governorate has six direct communication channels, which are: The Governor’s weekly gathering, the visits, meetings and interviews that His Excellency

the Governor conducts, the Governorate Coordinating Council, the complaints and inquiries section, field visits, and the general status reports.

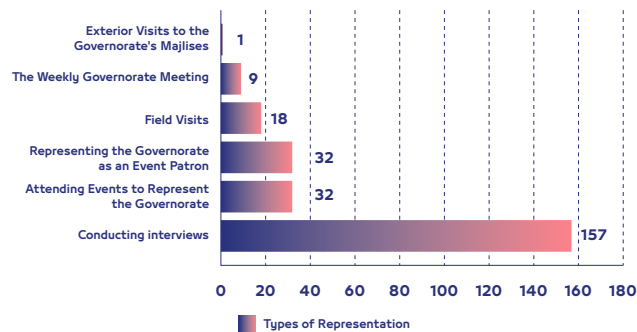
1.1 Visits, meetings and interviews with His Excellency the Governor of the Capital Governorate



The Capital Governorate pursues an open door policy with all segments of society in order to activate the directives of the wise leadership with regards to approaching citizens, knowing their needs, and working to meet their requirements in cooperation and coordination with government service agencies.

The total number of meetings, field visits, and events attended by His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, the Governor of the Capital Governorate during the past year, both inside or outside the governorate, amounted to 249 invitations. The Governor held 157 meetings with high officials, personalities, citizens and residents in his office located in the governorate building in Al-Qudaibiya, attended 32 events, in addition to 32 events under the auspices of His Excellency. As for the field visits conducted by His Excellency the Governor to areas of the capital, the number reached 18 visits.

His Excellency the Governor's participation in events during 2020





The Capital Governorate's Coordinating Council held 12 meetings during its third session in 2020, nine of which were remotely through visual communication technology, during which various service, social and security topics were discussed that aimed at enhancing and developing services provided to citizens, residents and visitors. The council reviewed 45 reports that dealt with the most prominent developmental issues and topics raised in the capital and were monitored by the governorate's general status committee, in addition to

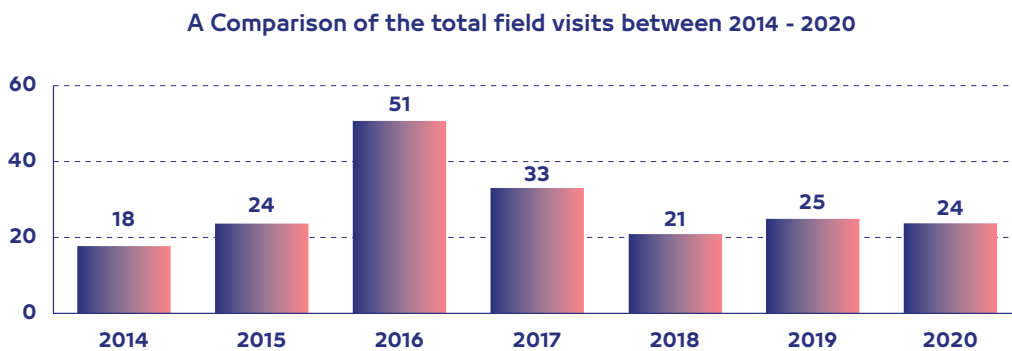
reports presented by the bodies represented in the council and the relevant authorities.

The total number of recommendations approved by the Capital Governorate's Coordinating Council at its third session last year reached 96 recommendations, 40 of which were implemented. Work is underway to implement 23 recommendations submitted by the Council to government agencies, while 33 recommendations have not yet been implemented.

Percentages of recommendations that have been completed, not implemented, and are under implementation during 2020



1.6
Field Visits



The Capital Governorate carried out 24 field visits to the different areas of the governorate during the past year. These visits aimed to closely identify the needs of the people in implementation of the leadership’s directives to approach citizens, monitor their demands and needs, avoid any deficiencies that may occur in the services provided to them, and follow up their implementation with relevant government agencies by presenting

them in the Coordinating Council meeting that is held monthly under the chairmanship of His Excellency the Governor, and working to find common ground for the complainants, thus achieving their aspirations. The field visits are one of the most important governorate communication channels for its role in conveying the concerns of the people.

2

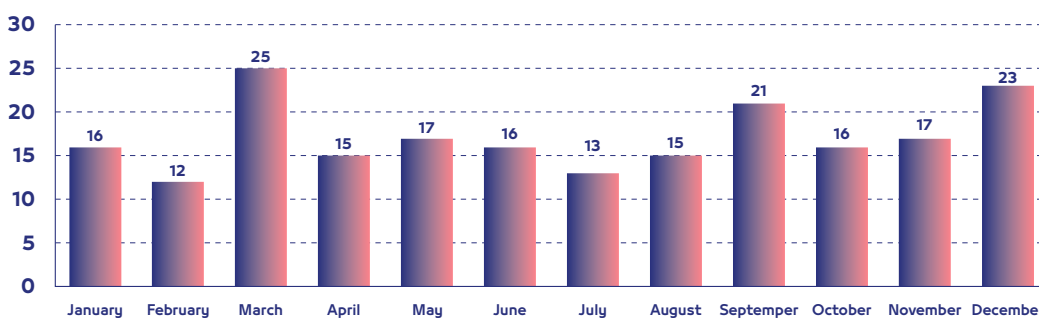
Indirect Communication Channels

Stemming from the Capital Governorate’s believe in the importance of communicating with the people by all means and methods, the governorate dedicated several channels that were considered the most widespread in the community to transmit news, due to their great

impact on strengthening communication between the governorate and the citizens and residents of the capital by providing them with the latest activities and initiatives it launches.

2.1
Press Releases

News articles published in local newspapers in 2020 reached a total of 206 articles



The Capital Governorate has released 206 different press articles during the past year, including (press news, statements, interviews, lengthy interviews, and investigations), which aimed to highlight the activities of the governorate and the roles it plays in the

development of the individual and society, in addition to highlighting its message and vision in a way that contributes to promoting all efforts carried out by the governorate to enhance contact with various groups of society.




















Chapter Three



Sustainable Programs and Projects

The projects and programs of the Governorate keep pace with the needs of the society through analysis and study of the current situation and future trends



 Sustainable Development Programs	The Green Capital project	The Nation of Mohammed program	Photography competition for capturing national day celebrations on Instagram	The competition of The most beautiful decoration of a governmental and private building
	Advocacy towards the rational use of depleted resources	Emphasize the role of the family in instilling virtuous Islamic values and enhancing the noble qualities and ethics in young people’s soul	To enhance the national sense of people	Add a participatory approach among different government sectors
	Summer activities program	Manama Entrepreneurship Week	Learn about modern methods and techniques for project management	Capital Weekend Program
	Invest students’ time during summer with useful programs			Reduce intolerance and aggression motivations among participants
Manama Entrepreneurship Week	Industry, Innovation and Infrastructure			
	Decent work and economic growth			
	Quality education			
	Gender equality			
Green Capital Project	Clean water and sanitation			
	Climate action			
	Life below water			
	Life on land			
"My Capital" Mobile App	Industry, Innovation and Infrastructure			
	Good health and well-being			
Healthy City Program	Clean water and sanitation			
	Sustainable cities and communities			
	Climate action			
	Partnership for the goals			
Strategic partnership and MOUs with friendly cities	Sustainable cities and communities			
Joint working committees	No poverty			
"Together We Care" initiative	Zero hunger			
	Zero hunger			

SUSTAINABLE DEVELOPMENT GOALS



During 2020, the Capital Governorate continued campaigning for its Green Capital Project, which was launched in 2014 under the slogan “A green capital... for a better life”. The project aims at increasing the number of green spaces in the capital and enhancing the environmental and agricultural awareness. This will ensure the capital city landscapes remain green and beautiful and position the capital at the highest levels as being civilized and environmentally friendly.

The Capital Governorate organized a series of campaigns during 2020 inciting residents and volunteers to clean the coasts and develop parks in several areas. This was done in an effort to preserve the aesthetic image of the coasts, preserve the marine environment, increase the green area, strengthen community partnerships

and increase the awareness among citizens on the importance of tree-planting and its impact on life and the ecosystem as well as its role in reducing pollution in the governorate.

The organization of these environmentally friendly campaigns, projects and initiatives achieves the goal of the Capital Governorate in transmitting and disseminating messages that contribute to raising the awareness of community members, educating them about issues affecting their present and future lives, and activates the principle of community partnership across all levels of the society.



The Capital Governorate held the ninth annual competition for the most beautiful decoration of government and private buildings. The event coincided with the Kingdom's celebrations of the National Day and Accession Day. The competition was held under the governorate's endeavors to involve public and private sectors, such as companies, ministries, and other institutions, in showcasing how urbanized and civilized the governorate looks during national holidays. Participants in this competition needed to showcase their decorative skills in the form of images that display the beauty of Manama and that highlight the spirit of partnership and cooperation and the milestones of development that it reached under the prosperous era of His Majesty the King.

The results of the competition were as follows:

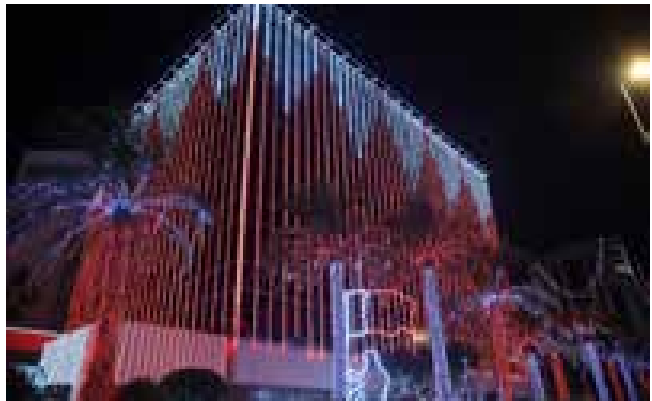
- **The Government Ministries Category**
- 1. First place: The Ministry of Finance and National Economy
- 2. Second place: The Ministry of Works, Municipalities Affairs and Urban Planning
- 3. Third Place: The Electricity and Water Authority

- **The Government Agencies category**
- 1. First Place: The Bahrain Authority for Culture and Antiquities
- 2. Second place: The Public Security Officers Club
- 3. Third place: The Central Bank of Bahrain

- **The Hotels and Commercial Complexes Category**
- 1. First place: The Ritz-Carlton
- 2. Second Place: The Avenues Mall - Bahrain
- 3. Third place: The Swiss-Bel Hotel – Seef

- **The Educational Institutions and Youth Centers Category**
- 1. First place: Applied Science University
- 2. Second place: Al-Naeem Youth Center
- 3. Third place: The Abu Bakr Al Siddiq Primary and Middle School for Boys

- **The Banks and Private Companies Category**
- 1. First place: Al-Ahli United Bank
- 2. Second place: STC
- 3. Third place: Standard Chartered Bank
- 4. Fourth place: Shifa Al-Jazeera Hospital

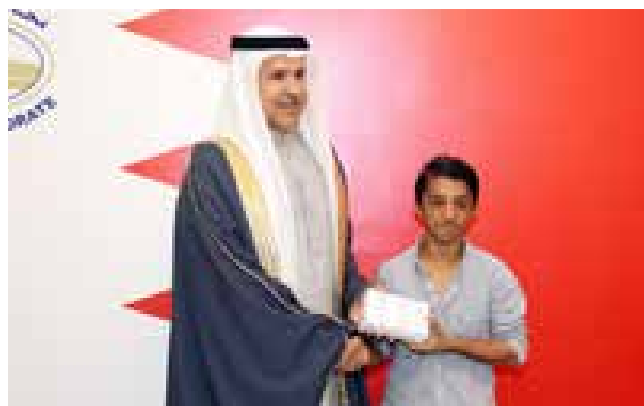




The Capital Governorate held a series of interactive electronic competitions through the governorate’s Instagram account. Due to the exceptional circumstances of COVID-19 pandemic, these competitions were all done virtually. One competition consisted of selecting the most beautiful five pictures that showcase happiness and joys during the National Day and Accession Day. The results of the competition came as follows: First place: Yousif Isa Sabt, Second place: Mohammad Fahad al-Rayashi, Third place: Zahra Ahmed Ali, Fourth place: Mahmood Ayoob Al-Qallaf,

and Fifth place: Luluwa Mohammad Musa’ad.

The governorate also organized a cultural competition over a period of four weeks, where it allocated weekly cash prizes of 100 Dinars to the winners. The competition recorded a wide participation from the followers of the governorate’s Instagram account.





The Capital Governorate concluded the first version of the project, which was launched in 2018 in cooperation with the United Nations Office in Bahrain and seven agencies and international organizations affiliated with the United Nations, namely: The United Nations Development Program, the United Nations Environment Program, the World Meteorological Organization, the United Nations Industrial Development Organization, the United Nations Population Fund. and the United Nations Volunteers Program.

The certificate aims to systemize the process of volunteering work and an international accreditation in cooperation with the United Nations Office in Bahrain. In addition, the certificate is innovative in unifying the volunteering work fields in the Kingdom. This is in line with the aspirations of the governorate in raising individuals' perceptions and integrating them in the development of the community. These aspirations will positively contribute to the process of raising social responsibility that the governorate is seeking. In appreciation of the Capital Governorate for the efforts made by those who joined the certificate, His



Excellency the Governor has honored 28 entities and individuals who had been influential in 24 programs and activities during 2018 and 2019. As per the six categories included in the Capital Governorate's Award for Volunteering Work, the nominees were as follows:

• **The Volunteering Work Category:**

- First place: Thamir Mustafa Fahmy
- Second place: Nadia Mohamed Belie
- Third place: Ferdinand Wavienna

• **The Youth Category:**

- First place: Alice Travis
- Second place: Faisal Baqer
- Third place: Yasmeen Mohammed

• **The Educational Institutions Category:**

- First place: French School
- Second place: Applied Sciences University
- Third place: University of Bahrain



• **The Private Companies Category:**

- First place: One Bahrain
- Second place: Zain
- Third place: Saber

• **The (MyCapital) App Users Category:**

- First place: Faisal Al-Mulla
- Second place: Riyadh Al-Mahroos
- Third place: Abdullah Al-Najem

• **The Civil Society Organizations Category:**

- First place: The Community Service Team
- Second place: The Khair Imprint Association
- Third place: The Positive Wings Team





Sixth

The program of “Manama is a Healthy City” - The Application to Manama

The World Health Organization launched the Healthy Cities Program in 1986, which aims to improve the health status of the world’s population through concerted societal efforts to achieve integrated social and economic development, in addition to raising the level of environmental health services and living conditions for a better quality of life and sustainable development.

In fulfillment of its mission of serving citizens and residents for a better life and sustainable development, the Capital Governorate signed a letter of cooperation with the World Health Organization in March 2018 to launch the “Manama is a Healthy City” program. Umm Al-Hassam was chosen as the starting point for this pioneering program, and within 6 months and in cooperation with the Ministry of Health, service bodies, civil institutions and community members, the governorate was able to achieve more than 80% of the required standards that must be met in healthy cities. Consequently, and in November 2018, Umm Al-Hassam was accredited by the World Health Organization to be the first health area in the Kingdom of Bahrain.

H.E. General Shaikh Rashid bin Abdulla Al-Khalifa, the Minister of Interior, instructed that the program must be



A. Goals of the Program

- 01 Improving the people’s quality of life by achieving sustainable development requirements
- 02 Making health a priority in action plan for all sectors
- 03 Increasing awareness with regards to health, environmental and social issues
- 04 Activating the principle of community partnership to achieve public health goals
- 05 A vibrant, diversified and creative economy
- 04 Enhancing the spirit of citizenship and linking it to the cultural history of the city’s residents



applied to all the cities of the Kingdom’s governorates. This is due to the success achieved by the Capital Governorate for the accreditation of Umm Al-Hassam as a health area. The governorate then began to expand the scope of the program implementation based on its approved strategic plan to make Manama a healthy city.

B. Reasons for Choosing Manama as a Healthy City:

Choosing Manama to implement the program is due to its historical, geographical, commercial and urban assets, as it fulfills most of the conditions and standards required by the regional network of healthy cities, such as adequate infrastructure of paved streets, sanitation, electricity, equipped health facilities, a supply of safe water, a pollution free environment, public parks and

Cure, Happiness” initiative launched by the governorate in cooperation with the Ministry of Health as part of the program “Manama is a Healthy City”. The initiative was to draw and color mural paintings at the Psychiatric Hospital that will benefit patients and health workers and may help in the treatment in the hospital.

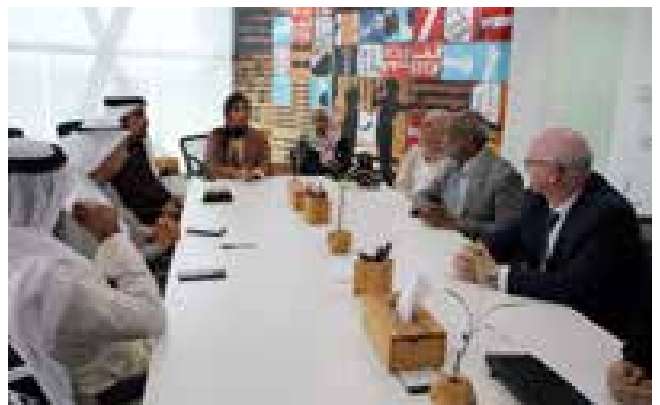
3. Farming with People with Special Needs

His Excellency Mr. Hassan Abdullah Al-Madani, the Deputy Governor of the Capital Governorate, participated in the event of “Painting and Farming with the People with Special Needs”, which was held in the Salmaniya Park as part of the program “Manama is a Healthy City”. The event witnessed a strong

participation from people with special needs and from the members of the Capital Governorate’s Healthy Cities Committee.

4. Developing the Capital’s Gardens

Under the patronage of His Excellency the Governor, the Crime Prevention Department at the Ministry of Interior, in coordination with the Capital’s Municipality, implemented the Public Benefit Activity Courier Program (Samea) to implement the Alternative Penal and Measures Law, where 50 convicts participated in the development of four parks, in addition to coasts and various regions of the capital.





Chapter Four



Community Partnership

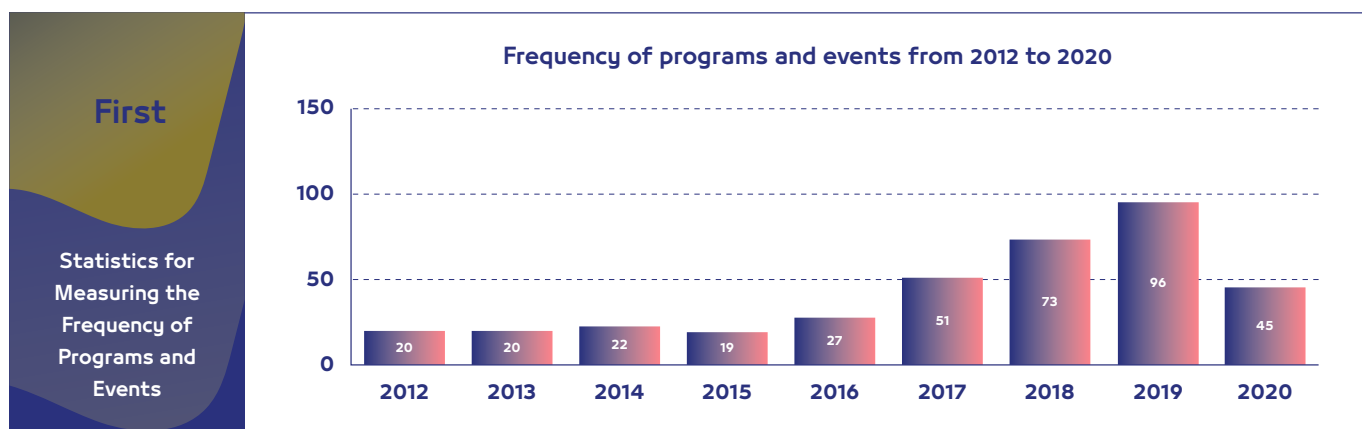
Building bridges of relations and partnerships
to promote public awareness



Introduction:

The Capital Governorate continuously seeks to innovate and adopt voluntary initiatives, programs and campaigns that contribute to achieving sustainable social development and enhancing the concepts of voluntary values. The governorate is also keen to diversify its initiatives and projects in a way that benefits all segments of society. It aims at organizing a group of events and community activities to develop the cooperation between individuals, government, private and civil society institutions. In addition, and amongst many other important goals, the governorate strives in nurturing people’s sense of belonging to the kingdom and its institutions, strengthening the spirit of citizenship and contribution, and human values among all its people and sectors.

The community initiatives, projects and programs adopted by the Capital Governorate during 2020 witnessed a large participation from various groups of the society. Such participation showcased how active the community is and proved its solidarity and ability to face challenges. Additionally, it uncovered the community’s potential in creativity and cultural diversity. This in return showed the governorate’s successful efforts in supporting various segments of society by participating in multidisciplinary activities.



1 The Frequency of Programs and Events Held

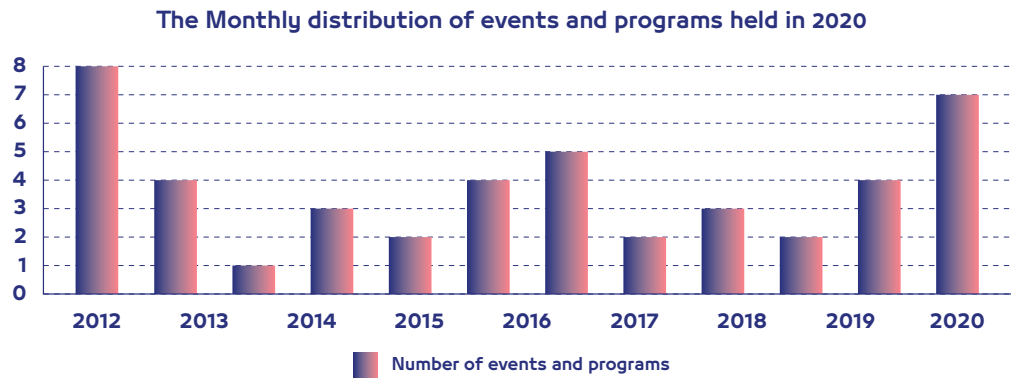
While we observe an increasing trend in the events organized and sponsored by the Capital Governorate between 2021 and 2019, the statistics show a record of only 45 programs and events during 2020. This decrease is mainly due to the exceptional circumstances imposed by the (Covid-19) pandemic, and where governmental

precautionary measures were imposed to prevent social gathering, which led to the cancelation of many programs and activities that are annually organized and sponsored by the governorate.



2

The Monthly Distribution of Events and Programs Held in 2020



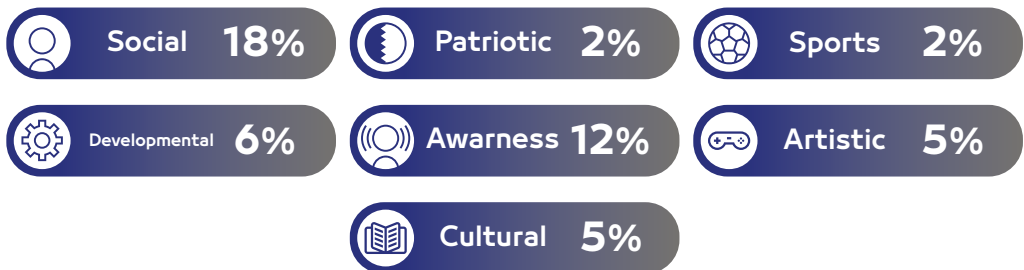
The Capital Governorate distributes the times of organizing and sponsoring its activities throughout the year in order to ensure the continuity of its activities all year round. It also takes into consideration aligning the dates of a good number of its organized events and programs with many important national, social

or sporting events. This allows the governorate to seize these opportunities to maximize the number of participation and interaction from all groups of society, and to ensure diversification of its activities in type and nature.

3

The Classification of the Capital Governorate's Activities for the year 2020 by category

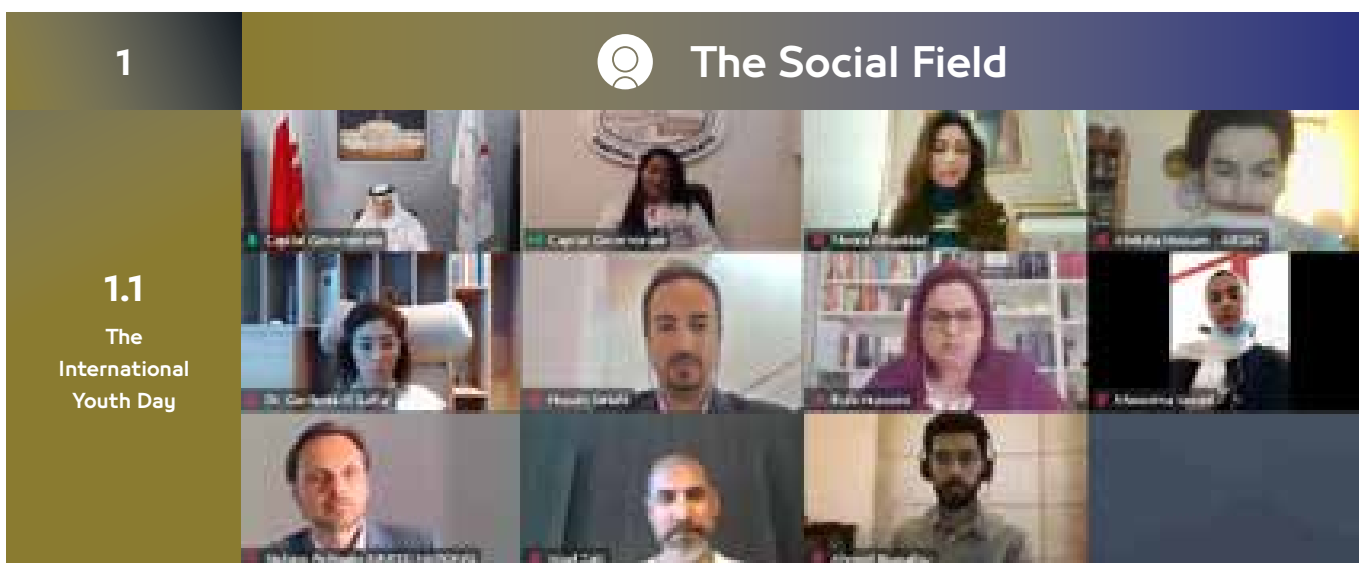
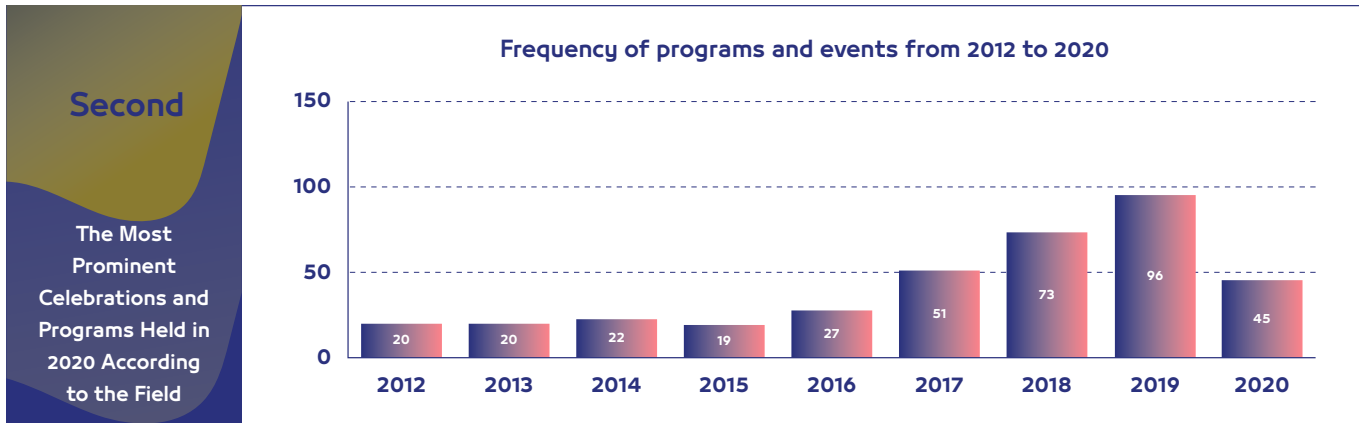
The Classification of activities by category



Despite the challenges witnessed during 2020, the Capital Governorate kept adhering to the principle of diversity when holding various events and programs in order to cover the different requirements and preferences of the capital's community.

Social events were leading the activities and programs organized by the governorate during 2020 with a total of 18 events, while the number of awareness events and programs reached 12, developmental activities totaled 6 events, and the rest of the events and programs were divided between patriotic, cultural, artistic and sports themes.





Under the patronage of His Excellency the Governor, the Capital Governorate organized the first Virtual Youth Council via visual communication technology in cooperation with the United Nations Office in the Kingdom of Bahrain on the occasion of the International Youth Day held on August 12 of each year. This was in the presence of Mr. Stefano Pettinato, the Acting United Nations Resident Coordinator in Bahrain, the Resident Representative for the United Nations Development Program, and a wide participation of youth activists and volunteers.





1.2
Honoring
Outstanding
Graduates
from the
Governorate's
Schools



His Excellency the Governor honored outstanding male and female high school graduates who achieved the first place among the governorate's schools. This was held in a ceremony at the Capital Governorate's Majlis, where His Excellency expressed his pride and appreciation for

the efforts made by the distinguished students in high school and wished them continued success in their universities and higher education studies and in their professional careers serving the country.



1.3
Celebrating
the Bahraini
Women's Day



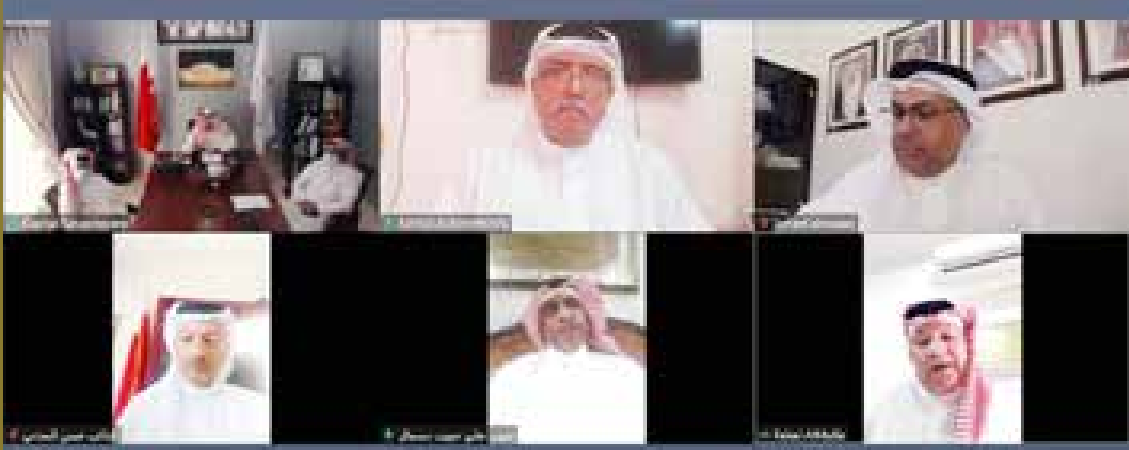
The Capital Governorate celebrated the Bahraini Women's Day, which was devoted last year to celebrating the achievements of Bahraini women in the field of diplomatic work. During the celebration, His Excellency the Governor honored Ambassador Dr.

Amal Ibrahim Al-Zayani, the first Bahraini diplomat, and Ambassador Bibi Sayed Sharaf Al-Alawi, the former ambassador of the Kingdom of Bahrain to the People's Republic of China.



1.4

Honoring the Active Volunteers in the "MyCapital" App



His Excellency the Governor honored three social activists that were active in using the "My Capital" app, they were: Faisal Al-Mulla, Habib Dasman, and Riyadh Al-Mahroos, this was carried out during a meeting held by His Excellency with the honorees via video

conference, where he expressed his deep thanks and appreciation to the activists for their contributions and relentless pursuit to promote volunteerism in the Capital Governorate.

1.5

The "Bahrain for all" Festival



His Excellency the Governor inaugurated the activities of the ninth edition of the "Bahrain for all" festival, which gathered more than fifty thousand people from 40 expatriate communities showcasing their different cultures and in the presence of a large number of

citizens. The festival was organized this year under the slogan "No one will be left behind" and saw amazing performances from India, Pakistan, Sri Lanka, the Philippines, Jordan, Thailand, Bangladesh and Egypt.





1.6
Continuing to Implement the "Together we care to support workers" Campaign



The Capital Governorate continued to implement the "Together We Care to Support Workers" campaign that it organizes annually. His Excellency the Governor participated in the campaign, which included distributing more than 1000 meals to workers; this was part of the community initiatives that the governorate is keen to activate with the aim of communicating with various segments of society and strengthening the communication ties with them.

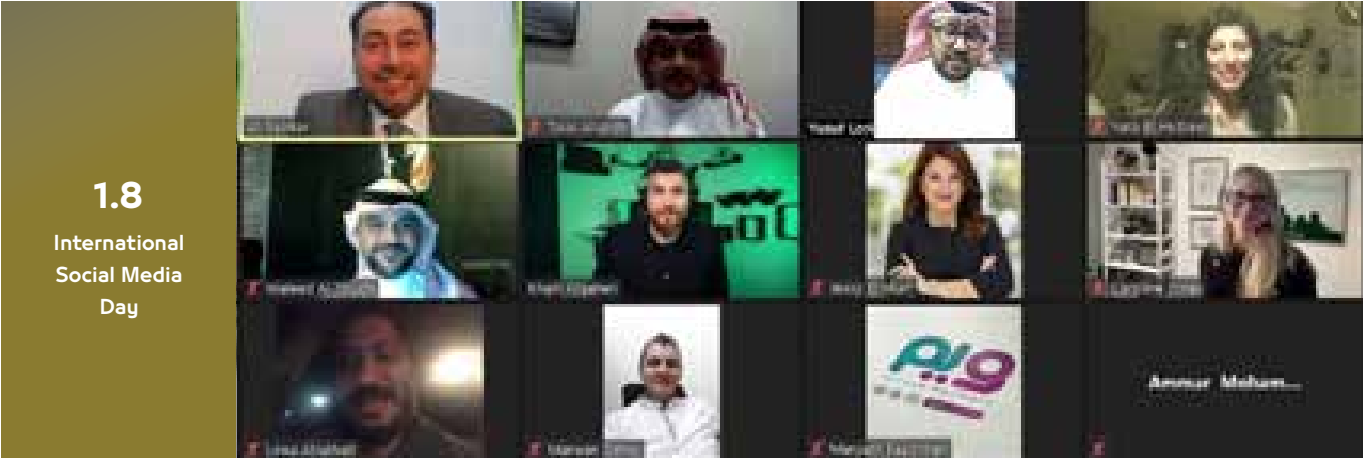


1.7
International Children's Day



In celebration of the International Children's Day, which falls on November 20 of each year, His Excellency Sheikh Isa bin Ali Al-Khalifa, Director of the Department of Social Programs and Community Affairs in the Capital Governorate, visited the headquarters of the "Smile" initiative of the Future Youth Society. During the visit, he briefed on the initiative's goals of providing psychological support to children Cancer patients and their families. His Excellency also discussed opportunities and areas for cooperation with the association's management.





Under the patronage of His Excellency the Governor, the International Social Media Club organized a virtual celebration via video conference on the occasion of the International Social Media Day. This was held with

the participation of many interested and influential individuals in the field of social media in the Kingdom and the region.



His Excellency Mr. Hassan Abdulla Al-Madani, the Deputy Capital Governor, on behalf of His Excellency the Governor, inaugurated the “Bahrain International Design Week” exhibition, which was held at the Al-Aali Mall. The exhibition included many accompanying events and workshops with local and foreign speakers, with the aim of celebrating the creativity of designs and promoting interaction between participants and visitors. In addition, the exhibition served as a good platform for entrepreneurs specialized in many fields such as jewelry, fashion, architectural design and decoration.





2.2

The (Hala Febraier) Festival

Under the patronage of His Excellency the Governor, Al-Bilad Real Estate Investment Company, the main developer of the Water Garden City project, held the (Hala Febraier) festival for the second year in a row in conjunction with the State of Kuwait's celebrations on its national holidays. The festival witnessed a wide participation from entrepreneurs displaying their own designed products.



2.3

The Western Marketing Event



Under the patronage of His Excellency the Governor, the Western marketing event was held in the Seef District and included different business sectors such as beauty, fashion, food and all family needs. The event

witnessed the presence of a number of social figures and those interested in the marketing and advertising fields.

3



The Sports Field

3.1

The Bahrain Sports Day



The Capital Governorate held the Bahrain Sports Day event at Al-Najma Sports Club with the participation of a number of government and private entities. The

event included a number of different sports in ordered to improve the general health and wellbeing.





3.2

The Cycling Parade



The Northern Governorate, in partnership with the Capital Governorate, organized the Cycling parade, which started from the Bahrain Fort in the Capital Governorate to Bait Al-Jasra in the Northern Governorate. The event saw the participation of more

than 60 male and female cyclists representing the various villages and cities of the two governorates. This event was held during the celebrations of the National Day and Accession Day.

4



The Awareness field

4.1

The Symposium on "The Importance of the Early Detection of Breast Cancer"



The Capital Governorate held an awareness seminar through visual communication technology under the title "The Importance of the Early Detection of Breast Cancer". The seminar was presented by Dr. Sarah Al-Rifi, the consultant on breast tumor surgeon and the

medical director of the London Center for Breast Surgery in Bahrain. The seminar was part of the governorate's interaction with the World Breast Cancer Awareness Month that falls in October of each year.



4.2

A Workshop on the of Selection Theory and Reality Therapy



The Capital Governorate hosted a specialized workshop on the selection theory and reality therapy presented by psychologist Dr. Farida Desilvadias, member of the

Board of Directors of the William Glaser International Institute. This was held in the presence of a number of academics and specialists in the field of psychology.

5



The Cultural and Artistic Field

5.1

The Ninth Art Gallery Exhibition



His Excellency the Governor inaugurated the ninth annual art gallery exhibition organized by the Ras Al-Rumman Youth Cultural Center. Within the main building of Al-Najma Club, the exhibition saw a participation of more than 170 artists and photographers from inside

and outside Bahrain representing 14 countries. This was held as part of the Kingdom of Bahrain's celebrations of the National Day and the Accession Day of His Majesty the King.





5.2
The
Woodcarvings
Exhibition



His Excellency the Governor inaugurated the woodcarvings gallery in the Seef complex; this was organized by the governorate in conjunction with the National Day and Accession Day celebrations. The

gallery witnessed a participation of 50 artists, from inside and outside Bahrain, who presented more than 100 traditional and modern art pieces.

50
Artist

+100
Art
Work



Third

Internal Celebrations

1.1
Celebrating
the National
Day



The Capital Governorate held a celebration on the occasion of the National Day and Accession Day. This

was held in the presence of His Excellency the Governor and the employees of the governorate.





1.2

Celebrating the National Action Charter

The Capital Governorate celebrated the anniversary of voting on the National Action Charter. This was held in the presence of all the governorate's officials and employees, and with the participation of the poet Mr.

Ebrahim Abdulkarim Al-Ansari, who recited patriotic poems and was followed by cutting a celebratory cake and taking a commemorative photo.



Chapter Five



Community Security

Community security plays a key role in the process of development and prosperity in the country, maintain cohesion of society and provide reassurance to all community people



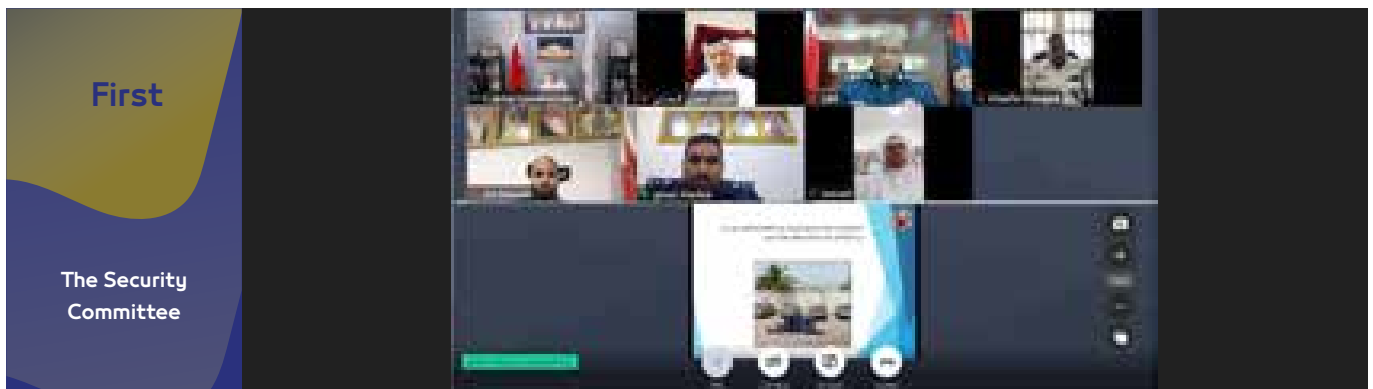
Introduction:

Community security is a basic human need; It is the method whereby the stability, progress and prosperity of nations are measured, it also guarantees the safety of individuals and groups from various dangers. This contributes to building modern societies, where the extent of community security is reflected in the achievements of its citizens, and constitutes an incentive to work, create, stabilize and preserve the national identity.

Starting from the tasks and specializations defined by the Governorates' Establishment Law, the Capital Governorate placed a special importance to community security out of its belief that security is the basis for the prosperity and development of the country, and stability and tranquility to members of society. Accordingly, the governorate has endeavored, in cooperation with the Capital Governorate Police Directorate, to provide all the necessary that contribute to preserving civil peace and social stability by implementing plans to maintain public security and order in the various regions and villages of the governorate. In addition, the governorate is monitoring and following up residents' complaints and suggestions, and strives to address them in coordination with the concerned authorities. This contributes to protecting the material and moral gains of citizens and residents, and is consistent with the kingdom's objectives to ensure a carefree and reassuring life for all citizens and residents.

Since the responsibility of community security and stability is a collective responsibility that is not only limited to security agencies, the Capital Governorate has worked to involve individuals, NGOs and volunteers in several important occasions and events to preserve public order. This mutual social interaction between NGOs and security agencies had an important role in achieving community security and stability.

Due to the importance for the Capital Governorate on strengthening cooperation with various security agencies, and in implementation of the directives of His Excellency General Sheikh Rashid bin Abdullah Al-Khalifa, the Minister of Interior, the governorate has been keen on holding two monthly security committee meetings dealing with follow-ups on the governorate's security issues, exchange of opinions, coordinating between the competent authorities, and proposing what would preserve order and public morals.



His Excellency Lieutenant General Sheikh Rashid bin Abdullah Al-Khalifa, the Minister of Interior, issued a decree in September 2016 stipulating the formation of a security committee in each governorate headed by the governor and members consisting of the deputy governor, the director general of the police directorate, and 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 concerned with studying security issues in the governorate, exchanging opinions, coordinating between the concerned parties,

and recommending measures that would preserve public order and morals. His Excellency the governor is due to submit periodic reports to the Minister of Interior regarding the work of the committee.

In accordance with the ministerial decree, the committee monitors the security situation and proposes a security strategy for the governorate, contributes to developing security programs and plans, contributes to the protection of people and property and the continuity of public facilities and services, develops recommendations to secure and protect installations

Community Security



and facilities of strategic importance, and exchanges data and information of a security nature.

The committee also contributes to developing security plans for the governorate’s events and activities, spreading security awareness, discussing and studying the security problems of each governorate and proposing solutions to them.

As an implementation of the decree issued by

His Excellency the Minister of Interior, the Capital Governorate’s Security Committee held 20 meetings during the past year, during which it discussed 28 reports reviewing security needs and methods of ensuring safety and security for all the capital’s residents in cooperation with various departments of the Ministry of Interior. The committee submitted 70 recommendations to the concerned authorities, 52 of which were implemented, 16 in-progress, and the remaining two are implemented yet.



Number of Meetings

20



Number of Reports

28

Recommendations uploaded from Security committee for the concerned authorities in 2020



Under Implementation

16



Under Consideration

2



Completed

52



Total

70



In implementation of the leadership’s directives to provide all services and facilities necessary for the Ashura season, and in order to achieve the coordinating role of the Capital Governorate between the various government and civil agencies, His Excellency Sheikh Hisham bin Abdulrahman Al-Khalifa, Governor of the Capital Governorate, held several coordination meetings with representatives of security agencies, a number of Matam heads and officials, members of the the Hussaini Processions Committee, and representatives of the Jaffariya Waqaf Directorate to discuss the mechanism of implementing the Ashura season in light of the (Covid-19) pandemic. During the meetings, the Governor of the Capital Governorate stressed on the importance of continuously working to preserve the status of the Ashura season within the tolerant Islamic

values and ideals, and keeping away from extremism and politicization in order to ensure that it is carried out in a safe environment and without any transgressions.

In compliance with the instructions and precautionary measures approved by The National Taskforce for Combating the Coronavirus, and to avoid everything that would transmit infection in light of exceptional health conditions, It was agreed to apply the appropriate mechanism to implement the Ashura season so that it would be a safe and healthy season that preserves the safety of the mourners and those who visit the mourning areas in a way that reflects the level of awareness, discipline and national responsibility of all members of society.



Chapter
Six



Local and International Achievements

Extending bridges of communication with the local people and with the international cities to benefit from their pioneering experience in development



Introduction:

The Capital Governorate continued to distinguish itself in 2020 in the field of achieving pioneering achievements locally and regionally, the circumstances imposed by the (Covid-19) pandemic did not prevent the governorate from reinforcing its advanced position as one of the first established governorates and its special status in terms of representing the political and economic capital of the kingdom.

These achievements come as a result of the continuous efforts made by the Capital Governorate to advance in the path of leadership and excellence by adopting many creative initiatives aimed at achieving the vision and mission of the governorate. These initiatives carried many positive messages and goals that activated community partnerships, enhanced communication with residents, and consolidated social responsibility among all segments of society, this had supported the development paths of performance and the desired quality at work.



His Majesty King Hamad bin Isa Al Khalifa, received His Excellency General Sheikh Rashid bin Abdullah Al Khalifa, the Minister of Interior, and the governors of the governorates at the Safriyah Palace where they presented their sincere greetings and best wishes on the occasion of the last ten days of the blessed month of Ramadan.

During the meeting, His Majesty praised the governorates' awareness contributions and initiatives, the enhancing of national efforts to combat the spread of the Coronavirus, their role in coordination with the relevant authorities and ministries to enhance the

adherence to the precautionary measures in place, and the projects and social services they provide which received a distinguished community response and national participation.

His Majesty the King appreciated the role of the governorates to enhance communication with all segments of society and holding events and programs aiming to consolidate national belonging and promoting values of loyalty and citizenship, thus uniting all members of Bahraini society and affirming the cohesion of its social fabric.



2

Winning the Excellence Award in Customer Communication



His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince and Prime Minister, honored His Excellency Sheikh Hisham bin Abdulrahman Al Khalifa, the Governor of the Capital Governorate, on the occasion of the governorate winning the Excellence Award in Customer Communication for the best interaction for (the National Suggestion & Complaint System "Tawasul") for the third consecutive year. This was part of His Royal Highness's meeting with the winning parties held via visual communication technology.

The continuous achievement of the Capital Governorate comes in implementation of the directives of His Excellency Sheikh Rashid bin Abdullah Al Khalifa, the Minister of Interior, to develop communication channels with the residents and to enhance performance and empowerment capabilities. This reflects the governorate's commitment to providing the best services to citizens and residents, and embodies the dedication, distinction and sincerity of the governorate's employees in serving customers at the highest levels.



2018



2019



2020



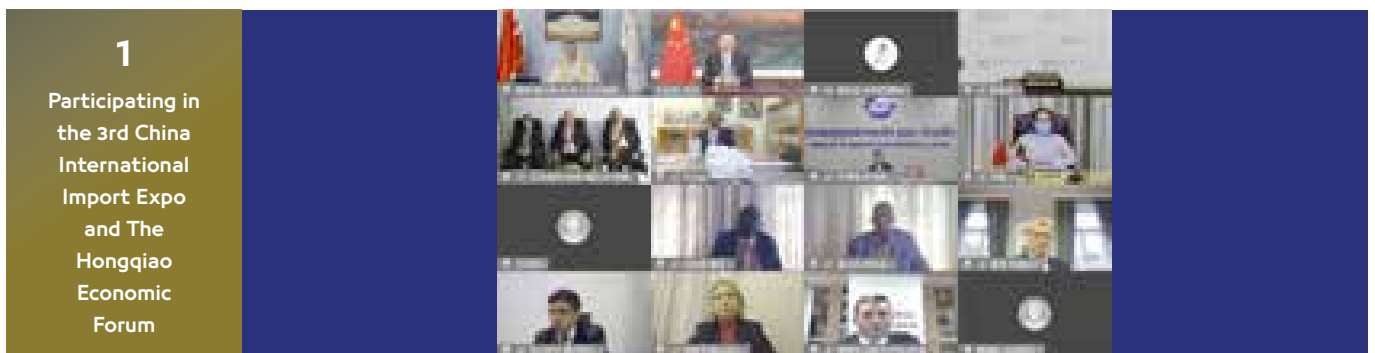
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Regional and International Achievements

The Capital Governorate achieved an important international accomplishment that reflects the scale of development and modernization in its programs and community projects. This achievement was winning the "International Stevie Award" for the category of customer service in its seventeenth session. 3800 candidates from 60 countries around the world had applied for the award, and the arbitration process was performed by 12 committees, including 270 International arbitrators of various professional fields. The "International Stevie Award" is considered one of the most prominent competitions in the field of creativity, institutional excellence and international business worldwide.

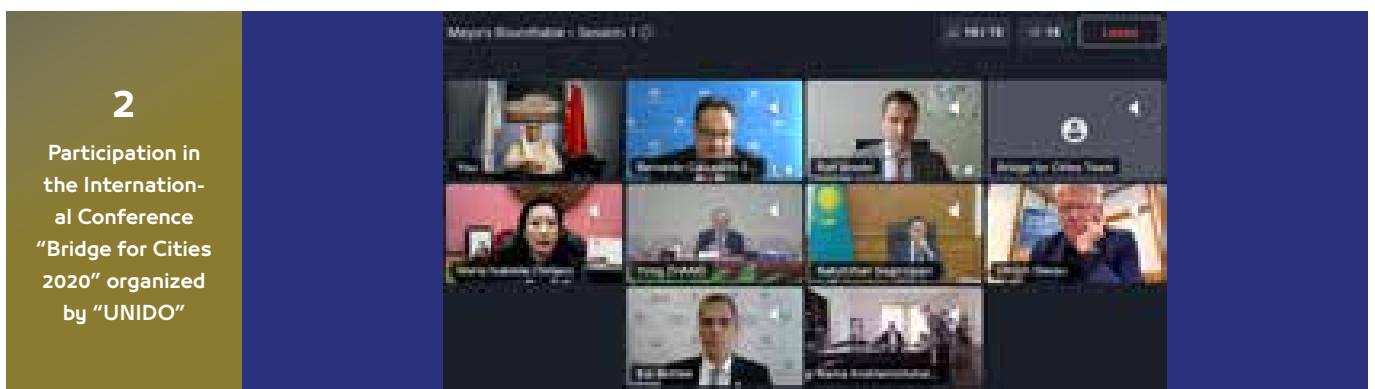
This international achievement came as a result of the Capital Governorate's adoption of the open doors policy towards citizens and residents, thus implementing the government's directives. The governorate took upon itself the responsibility of providing 20 communication channels as part of its efforts to communicate with the people, the most important of these channels are: (The National Suggestion & Complaint System "Tawasul"), the "My Capital" application, continuous field visits, the weekly meeting, and directly receiving customer requests.





His Excellency the Governor participated in the opening ceremony of the Third China International Import Expo and the Hongqiao International Economic Forum via visual communication technology, which saw the participation of His Excellency President Xi Jinping, President of the People’s Republic of China and a number of world leaders and officials. The exhibition

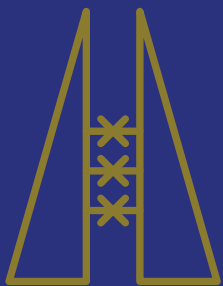
aims to display the latest technical equipment, consumer goods and health care products, as well as services, smart transportation, energy conservation and environmental protection products. More than 3000 companies representing more than 150 countries had participated.



His Excellency the Governor participated in the “Bridge for Cities 2020” conference held by the United Nations Industrial Development Organization “UNIDO” via visual communication technology, which saw the participation of a group of mayors and governors from different countries. His Excellency shed light during his

speech on the Kingdom’s various efforts to mitigate the effects of the (Covid-19) pandemic, in addition to the national initiatives launched by the Kingdom and the Capital Governorate in particular to limit the spread of the virus and contribute to enhancing community awareness.

Chapter Seven



Development and Improvement

In line with the Government's approach, the Governorate has been keen to provide specific training and development programs to its employees



Based on the belief in human capital and its key role in the sustainable development process, the Capital Governorate has a particular emphasis on the human element in achieving its strategic objectives and institutional work excellence. Human capital is playing an important role in the national development agenda of the Kingdom of Bahrain for 2019 – 2022.

From this standpoint, the governorate has continuously worked towards the provision of training, development and qualification to its human cadres in order to continue the process of achieving, building, and keeping abreast of global developments in various fields that are in line with the governorate’s work. Despite the exceptional circumstances that the world is going through due to the COVID-19 pandemic, the governorate has provided online local and international courses and workshops to its employees via video conference technologies.

As per the recorded statistics of 2020, 50 employees from various departments and sections of the governorate have benefited from various training courses and workshops. These latter were aimed at developing the employees’ technical and administrative skills as well as equipping them with the necessary knowledge and expertise in their domain of practice. A total of 35 courses and workshops were held, summing up to 1022 training hours, and covered many topics such as:

The importance of internal auditing in ministries and government entities

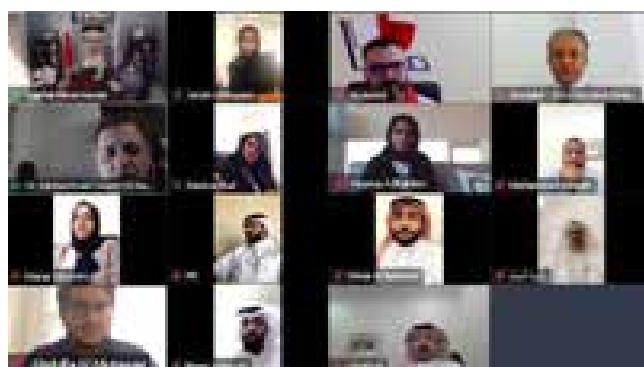
Strategies for motivation and empowerment

E-marketing and managing social media channels

Performance development and distinguished service in governmental departments and organizations

Communicating with the public

The art of public speaking and communication



A Summary of initiatives, programs and activities alignment with objectives of the Capital Governorate

Strategic Goal	Initiatives
<p>Receive complaints from citizens and find appropriate solutions</p>	<p>Considering complaints and suggestions from citizens and studying their proposals: The Governorate receives complaints and works to find appropriate solutions, in addition to studying proposals in order to develop the Governorate's performance and raise the level of services. The Governorate aims to provide high level of services to citizens and to achieve efficiency and effectiveness in implementing its programs and projects.</p> <hr/> <p>The Governorate's Weekly Majlis: Receiving citizens and listening to their complaints directly, the weekly Governorate majlis hosts a group of senior guests, merchants, businessmen, representatives of civil society institutions, ambassadors, citizens and residents.</p> <hr/> <p>Field visits, periodic reports and coordination committees: Conducting field visits and preparing general and social reports to understand the impact on the community members.</p>
<p>Raise the level of services and improve the performance of the Government</p>	<p>Organizing meetings and coordinating with the relevant authorities through the "Coordination Council" to follow up the implementation of development projects within the Capital Governorate.</p> <hr/> <p>Providing the latest technologies and implementing digital transformation.</p> <hr/> <p>Capacity building and human resources development, by training staff.</p>
<p>دنا يتيرuces niatniaM redro cilbup</p>	<p>Coordinating with the Security Authorities: Communicating, coordinating and following-up with the security authorities to maintain security and public order in the Capital Governorate.</p> <hr/> <p>The Community Development and Awareness Program: Preparing and implementing a range of innovative initiatives and programs aimed at attracting youth, and promoting citizenship and patriotism.</p> <hr/> <p>Educational Workshops and Seminars: Organizing several educational workshops to raise the level of awareness among all members and segments of society.</p>
<p>Improve Infrastructure</p>	<p>Developing Capitals Infrastructure: Providing a healthy, safe and accessible environment, providing green spaces in public places and developing public facilities, roads and parks. The Governorate has formed several coordination committees to address some issues within its boarders.</p>
<p>Sustainably develop the Governorate economically and socially</p>	<p>Communicating with Residents via Modern Channels: Communicating with all groups of society using various modern means and technologies, such as Mobile App, website, social media channels, and E-mail.</p> <hr/> <p>Community Programs: Promoting the Governorate socially by supporting educational, sports, and cultural activities.</p> <hr/> <p>Capital Governorate's Volunteering Pass: The Capital Governorate launched an innovative program aimed at promoting the concepts of volunteering and achieving community partnership, where it bears the name of the Capital Governorate's Volunteering Pass, and it is concluded with the Capital Governorate Award for Volunteering. The program received initial accreditation by seven international organizations affiliated with United Nations.</p> <hr/> <p>Ashura: The Capital Governorate coordinates and follows-up between the various service and security entities to make Ashura a success and to raise the level of organization and services provided for the Maatams.</p> <hr/> <p>Manama Entrepreneurship Week: Capital Governorate is keen to support young startups, entrepreneurs and small and medium-sized enterprises. Manama Entrepreneurship Week "MEW" was launched by the Capital Governorate in 2015 as a platform that connects and enables entrepreneurs and startups through showcasing leading regional and International success stories and highlighting the various support and business acceleration mediums available in the Kingdom of Bahrain. MEW is a week-long event, held annually, presenting various events, seminars, workshops and conferences that are held in celebration of entrepreneurship, further promoting and optimizing the Entrepreneurship Ecosystem.</p>
<p>Maintain and improve the environment</p>	<p>Capital Governorate launched the "Green Capital Project" which aims to increase awareness of environmental concepts and develop more green area within the capital, in addition to encourag environmentally friendly projects and developing policies that contribute to protecting and improving the environment.</p> <hr/> <p>The Healthy Cities Program: The Capital Governorate, in cooperation with the Ministry of Health, adopted the "healthy cities program" which is approved by the World Health Organization "WHO", where the city of Umm Al Hassam won the title of healthy city after achieving the award criteria. For second stage The "WHO" inspection team finished ensuring that "Manama" had met the criteria for a healthy city. However, the Covid-19 pandemic delayed the announcement of receiving " Manama" this title.</p>
<p>Consolidation of community partnership and deepen the sense of patriots</p>	<p>Strengthening partnerships, developing cooperation with all governmental and private sectors and civil society institutions, and organizing programs concerned with deepening patriotism and strengthening citizenship.</p> <hr/> <p>Communicating with partners, enhancing regional and international cooperation, participating in conferences abroad, and signing memorandum of co-operation.</p>

