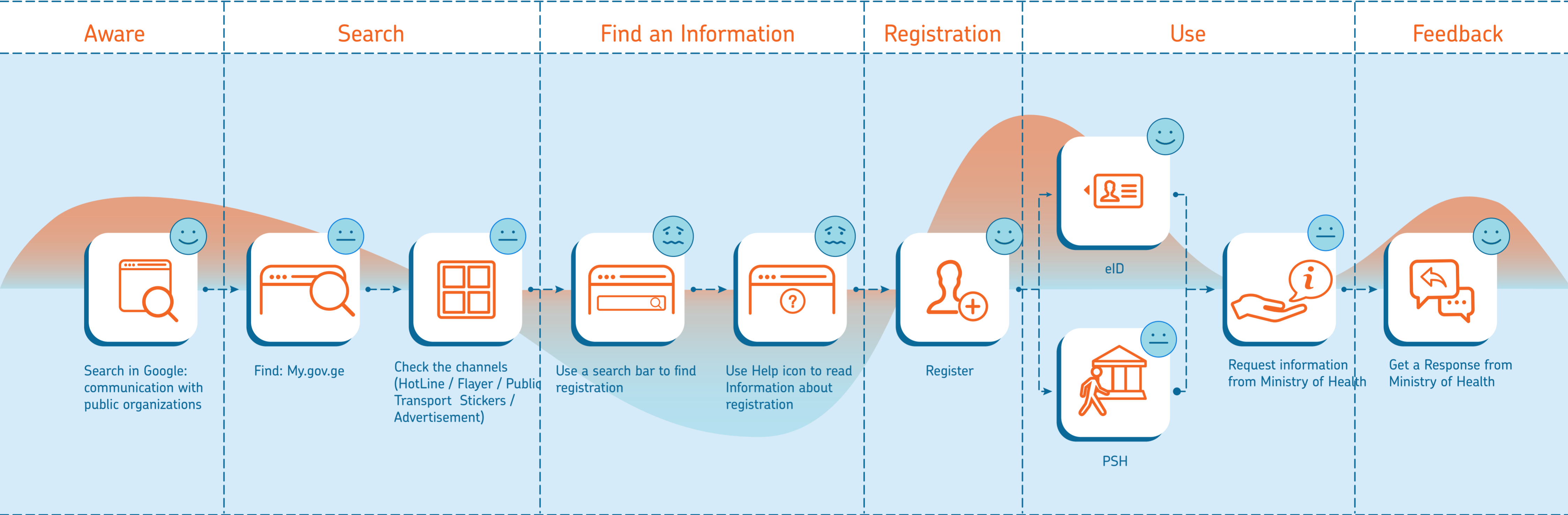


# E-communication with user

## My.gov.ge User



### ⚠ Pain points

- Lack of Information about Citizen Portal (MY.GOV.GE)
- Services deployment doesn't match services promises
- No call center
- Long time to get a response

### 🧩 Solutions

- Raise awarness about e-communication services
- Deploy step by step manual documents
- Spread more Information about compaignins
- Collect and take in consideration users feedback