

NHF, AGD win Public Sector Customer Service Competition

Sunday, October 11, 2015

KINGSTON, Jamaica (JIS) – The National Health Fund (NHF) and the Administrator General's Department (AGD) were named joint winners of the Prime Minister's Trophy for 'The Best Customer Service Entity' in this year's Public Sector Customer Service Competition.

The NHF copped the award in the 'multiple locations' category, while the AGD was adjudged as having the best single location. The two were recognised at an award ceremony hosted at the Terra Nova All-Suites Hotel on last Friday. The National Housing Trust (NHT) and the Firearm Licensing Authority (FLA) were first runner-ups in both categories, respectively.



Chief Executive Officer of the National Health Fund Everton Anderson (second right) and his team accept the Prime Ministers' Trophy for Best Customer Service Entity, during the awards ceremony for the Public Sector Customer Service Competition held at the Terra Nova All-Suites Hotel on Friday, October 9. The award was presented by Chairman of the Public Sector Transformation and Modernisation Programme Patricia Francis (right).



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The FLA was also awarded the Cabinet Secretary's Trophy for 'The Most Improved Entity' and walked away with a \$200,000 prize.

The NHF also won the Jamaica Customer Service Association (JaCSA) Trophy for being 'The Most Responsive Entity'.

In addition, the Passport Immigration and Citizenship Agency (PICA) won \$100,000 and the Jamaica Civil Service Association (JCSA) Trophy for being the 'Most Innovative/Creative Entity', plus \$50,000 and a trophy for being 'Most Socially Aware'.

Prime Minister Portia Simpson Miller, in a message delivered on her behalf by Minister of Industry, Investment and Commerce, Anthony Hylton, offered congratulations to the finalists in the competition.

"Your performance is a testament of your commitment to a process that is absolutely necessary, if we are to create a more effective public sector. Today's exceptional examples of customer service within the public sector serve to inspire others as to why we do what we do and what motivates us to serve," she said.

She noted that the Government is committed to the transformation of the public service and the quality of service delivered to the Jamaican people.

"At the heart of the public sector transformation is a pledge to provide our citizens with the highest standard, world class and efficient service which not only satisfies their needs but contributes to the growth and development of the nation," she said.

The Public Sector Customer Service Competition, started in 2001, is a biennial event staged by the Cabinet Office, through the Public Sector Transformation and Modernisation Unit.

Cabinet Secretary, Ambassador Douglas Saunders, said the competition started as a means of encouraging development and reinforcing customer service standards in the public sector, but has evolved to become an influential platform for promoting excellence.

He said the winners of the competition can be seen as symbols for service quality and innovation.

"It gives me great pleasure, as the head of the public service to be able to recognize my colleagues who are setting the example for best in-class service and innovation within our sector," he said.

Saunders also announced that over the next month, the Cabinet Office will be hosting a sharing and learning workshop, which will see a collaboration of the winners of the Public Sector Customer Service Competition and the winners of JaCSA Customer Service Excellence Award, the Credit Union Fund Management Co Ltd.

This, he said will be done to share best practices with service delivery practitioners across the public sector.

He said his Office has agreed to an ongoing partnership with the Private Sector Organisation of Jamaica (PSOJ) to strengthen the Government's customer service programme.

"We believe that strategic partnership between the private and public sectors can yield remarkable results and mutual benefits," he noted.

Customer Service Week was celebrated from October 4 – 10. Other awardees from the competition were the National Land Agency, who received special recognition for the implementation of the Public Sector Customer Service Monitoring and Evaluation System.

May Pen Revenue Service was awarded as Best Tax Office and the PICA as Best Modernised Entity. The Watson Hill Post Office, the May Pen Police

Station, Percy Junor Hospital, the Christiana Health Centre and the Kingston and St. Andrew Corporation (KSAC) were also recognised in the 'Best of Like' category.

Ryan Campbell of the National Housing Trust was awarded a trophy as Best Customer Service Officer.