

CIRCULAR 12/2025

From: Acting Permanent Secretary for Civil Service

Phone: 8924 321

To: All Permanent Secretaries

Date: 10 September 2025

Subject: Customer Service Assessment

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- 1.0 The Ministry of Civil Service has been carrying out annual assessments to monitor compliance with the Customer Service Guideline across Ministries with the aim of improving overall customer service for whole of Government.
- 2.0 The Minister for Civil Service has encouraged Ministries to work on improving service standards as service delivery is paramount. The last assessment identified key areas needing improvement, including the mandatory display of service charter, updated information on digital platforms and the establishment of a robust feedback and complaint mechanism.
- 3.0 A one-on-one feedback session was conducted with 30 Ministries and Departments between July - August to discuss the findings from the previous assessment and with key recommendations applicable for each Ministry. All Ministries are reminded to meet compliance before the next phase of assessment which begins in October 2025.
- 4.0 We look forward to your Ministries cooperation in elevating service standards and ensuring compliance with the Customer Service Guideline. For any further queries, please contact our Customer Service Team on email: mcs@govnet.gov.fj or call on 9906427.

Thank you.



Pita Tagicakirewa

Acting Permanent Secretary for Civil Service