

CIRCULAR 17/2024

From: Permanent Secretary for Civil Service

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To: All Permanent Secretaries

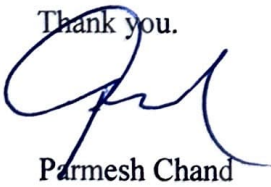
Date: 17 October 2024

Subject: Customer Service Assessment

File Ref: MCS 16/2/9

- 1.0 The Ministry of Civil Service has been carrying out Customer Service Assessment ('Assessment') within Ministries and Departments since the introduction of the Customer Service Guideline in 2022.
- 2.0 The aim of the Assessment is to monitor and improve the quality of customer service within Civil Service and to recognise Ministries for Excellent Customer Service.
- 3.0 As part of this year's Assessment, the Ministry will be conducting field assessment on each Ministry/Department. This Assessment will start for the upcoming quarter and will focus on the customer service standards of each Ministry and Department.
- 4.0 The Ministry will be liaising with your respective focal point officers in scheduling planned field inspections to your respective Ministries and Departments most customer oriented office.
- 5.0 The Ministry will also carry out a "Mystery Shopper" assessment later within the year to assess the quality of customer service delivery within each Ministry. This assessment will test any one service provided by each Ministry/Department and will be conducted using different modes of service delivery.
- 6.0 The feedback received from the member of public on the 157 Government Feedback Call Centre platform will also be used to analyse the findings of this Assessment.
- 7.0 Given the above, we look forward for your Ministries cooperation in assisting us in carrying out the assessment.
- 8.0 For any further queries, please contact our Principal Customer Service Officer, Ms Shivneeta Singh on email: shivneeta.singh@mcs.gov.fj or call on 9906427.

Thank you.



Parmesh Chand

Permanent Secretary for Civil Service