

Opening Remarks
delivered by
Ms. Lydia Jacobs, Permanent Secretary
Ministry of Public Administration and
Communications
Formal Launch of Public Service Week 2016
June 21, 2016
Audio Visual Room, NALIS Building
9:30 am

Salutations

Good Morning to you all.

On behalf of the Permanent Secretary to the Prime Minister and Head of the Public Service and on my own behalf as PS in the Ministry of Public Administration and Communications, it gives me great pleasure to welcome you to the launch of activities to commemorate public service

week and the United Nations Public Service Day which we look forward to on June 23, 2016.

United Nations Public Service Day aims to:

- Celebrate the value and virtue of the public service to the community
- Highlight the contribution of the Public Service in the development process
- Recognise the work of public servants and encourage young people to pursue careers in the public sector.

Ladies and gentlemen, colleagues; the public service in Trinidad and Tobago performs a significant role in the sustainable development of the country as we operationalize the Government's policies and strategies to facilitate quality service to the people of this great Republic.

To recognize and highlight the significance of public service week, the Ministry of Public Administration and Communications, which is mandated to address Public Service Administration and Management will be hosting a Fair or Open House as we also call it, to raise

awareness of the many services (new and existing) that Ministries and departments have been introducing to our citizens with a particular emphasis on improvements in service delivery.

Some of these services have tapped into the realm of technology; others have addressed improved business processes while others have benefitted from an improved organizational structure. Some of these can now be seamlessly accessed online. These include but are not limited to the Ministry of Finance's E-Tax system, Ministry of Labour and Small Enterprise Development's FAIRSHARE programme, Ministry of Trade and Industry's TTBIZLINK, ttconnect's online Government services and others such as those services accessed online through the Registrar General's Department.

As we continue to modernise and transform the public service and by extension improve the way we deliver services to our stakeholders we opined that a fitting theme for 2016 should be: **Innovating to provide Excellence in Service Delivery** which reflects Government's and the Ministry of Public Administration and Communications' pursuit of a

more integrated, responsive, technology driven and results oriented Public Service.

At the Ministry of Public Administration and Communications, we are doing our part, through our Divisions and agencies to effect change; change that will be visible in tangible ways to our citizens. Through our Public Service Academy, technical cooperation arrangements and other avenues, programmes are being developed and administered to address skills gaps and so enhance performance.

The MPAC as well as other Ministries and Departments are not only focusing on skills and competencies but looking at the public service as a whole in terms of its legislative framework, its business processes, the quality issues in service delivery and business continuity management. These are just a few of the initiatives in train.

As the Ministry with responsibility for strategy and policy in relation to Information and Communications Technology, MPAC is committed to an accelerated use of this platform in our development efforts. One of

deliverables in this area will be the launch our National WiFi project in a very short while.

Ladies and gentlemen, there is a lot of work in progress and a lot more needs to be done. During this week you will have an opportunity to visit the booths where the Ministries and Departments would be showcasing some of the current initiatives aimed at improving the way we do business and consequently providing a more efficient and effective service to you.

This week, we celebrate our hard work which sometimes goes unrecognized while acknowledging and resolving to work even harder and smarter to create a better Public Service.

It would be remiss of me to leave this space without acknowledging the work of the staff of the Ministry, many of whom were here yesterday, a Public Holiday, to ensure that structures and systems were in place for today. I thank all members of staff.

Invited guests, colleagues, I welcome you to Public Service week 2016 and invite you to peruse the booths located around the perimeter of Nalis to get a firsthand view of some of the initiatives currently underway in the Public Service. The fair will be open until Friday.

Definiteness of purpose is the starting point of all achievement. –W. Clement Stone

We in the Public Service are certainly resolute in our purpose of transformation. As we innovate to improve the service delivery let us all work together to realise a better T & T.

Thank you.