

WHAT'S? IN IT FOR ME!

CUSTOMER SERVICE FOCUS



The Ministry of Finance and the Public Service through its **Driven by Service Excellence** road map is investing in technology and expertise as well as creating policies to ensure that the customer remains at the centre of our service. **Customer Service Focus** at the Ministry is our commitment to enhancing customer satisfaction and building strong customer relationships. So, whether it is to get information on how to access benefits or programmes, MOFPS ensures that every Jamaica feels satisfied after engaging with staff. The new Customer Support Portal is a self-service tool which accommodates efficient service delivery.

The ministry also boasts an Online Chat Portal and a Service Help Desk. The Online Chat Portal allows customers to receive real-time assistance from officers who are trained to provide information on a variety of services. Meanwhile, the Help Desk Platform lets customers track the progress of a request.

WHAT YOU SHOULD REMEMBER:



A case management system has been established by the Revenue Appeals Division to automate the workflow for case management.



Jamaicans can apply online for all scholarships and grants, etc.



A customer service focused ministry will ensure improved customer satisfaction and increase audience reach.



A Help Desk and Online Chat Portal have been established to make customer interaction easy and effective.



There are 5 tenets to the driven by service excellence strategic road map.



A customer service focused environment will ensure that your queries, issues and challenges are addressed and resolved efficiently and effectively through a tailored customer service system.

The Driven by Service Excellence strategic plan outlines the Ministry of Finance and the Public Service's strategic direction for the next 5 years.

