

PRESS RELEASE

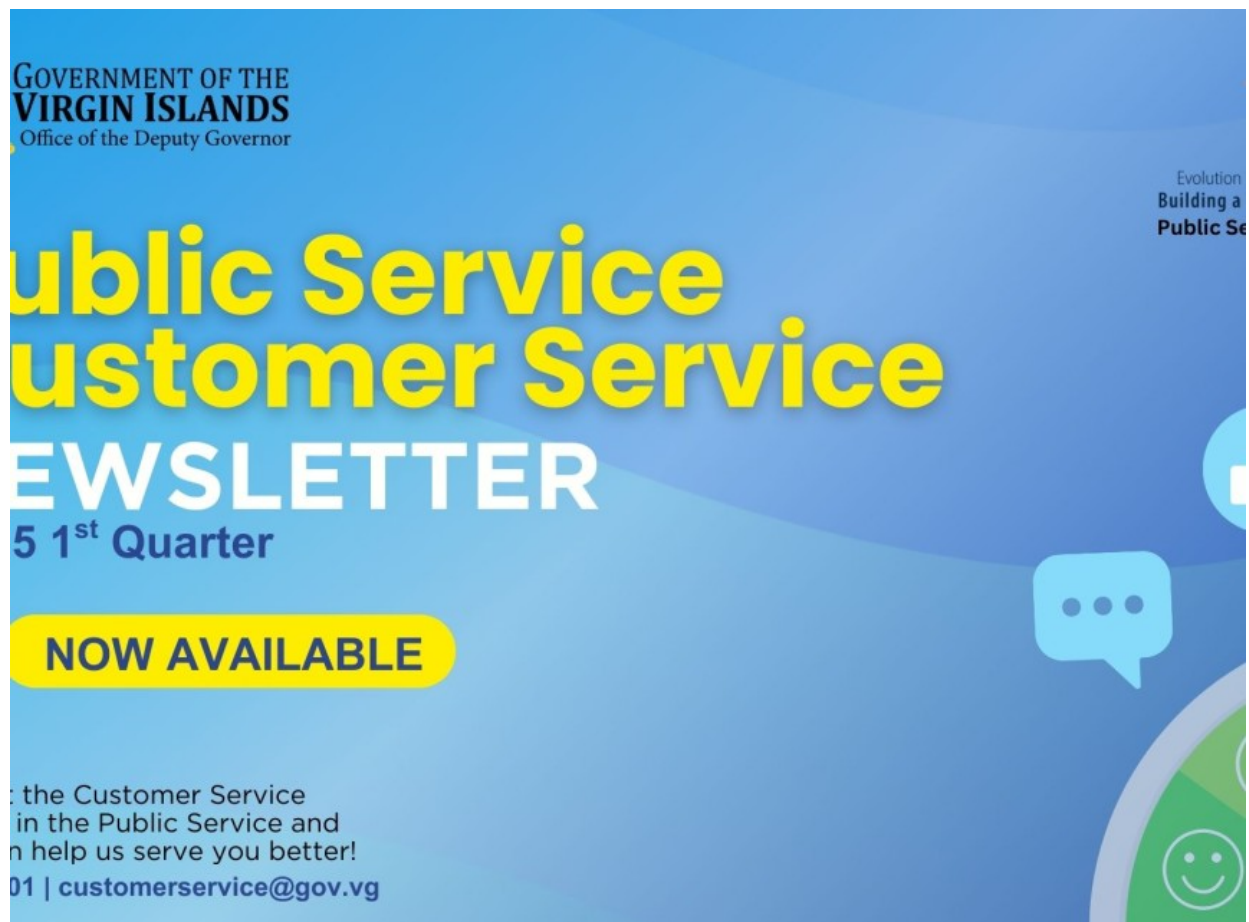
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1st Quarter Customer Service Newsletter Now Available

Release Date: 2 May, 2025



Director of Customer Service, Ms. Kedimone Rubaine has announced the launch of the first quarter edition of the Customer Service Newsletter.

The new release connects with the Department of Human Resources' observation of World Day of Health and Safety in the Workplace. The newsletter highlights the importance of public officers doing their part to ensure spaces remain safe both for themselves and customers by recognising the S.A.F.E Service Standards (Safety, Authenticity, Friendliness, Efficiency).

Additionally, the new statistics highlight a continued rise in customer satisfaction across the Public Service with some departments receiving high levels of commendations. These include the Customer Service Care Centre, Inland Revenue Department, Department of Immigration, Department of Labour and the Department of Motor Vehicles.

The Customer Service Newsletter was launched in 2024 and allows for the regular publishing of updates, statistics, and new insights related to customer service across the Public Service.

Additional Documents or Media

- [2025 q1 newsletter 1 compressed 1.pdf](#)