

PRESS RELEASE

Tel: (284)468-2730

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Customer Service Care Centre to Open on Virgin Gorda

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The Office of the Deputy Governor
invites the public to join us for the
Official Launch of the

**VIRGIN GORDA
CUSTOMER SERVICE
CARE CENTRE**

24th JULY
10:30 a.m.

Vanterpool Administration Building

The Office of the Deputy Governor will launch its second Customer Service Care Centre at the Vanterpool Administration Building in Virgin Gorda on Thursday, 24th July.

The Customer Service Care Centre which was launched on Tortola in 2020, serves as a multi-function hub for accessing Government services while providing in-person support for clients in need.

Permanent Secretary within the Office of the Deputy Governor, Mrs. Sharleen DaBreo-Lettsome, MBE highlighted the importance of the centre's work and the importance of ensuring its continued expansion.

Mrs. DaBreo-Lettsome said, "The Customer Service Care Centre is high-functioning arm of our Public Service Transformation Programme. Over the past few years, the work has been critical in ensuring clients have easy and stress-free access to the services they need. Now, we are bringing this same, great service to Virgin Gorda. This further advances the mission of ensuring residents on our sister islands have access to the services they need.

The new Virgin Gorda location will serve as a fully functioning branch, supporting customers with the regular services available on Tortola and working as an extension of the main office. Clients on Virgin Gorda will be able to access in-person support, call handling services, assistance with appointment booking and application completion, among other services.

Director of Customer Service, Ms. Kedimone Rubaine said, "The launch of the Centre aligns with the Office of the Deputy Governor's mission of furthering the Public Service's Customer Service programme through expansions like these, continued and upgraded training as well as an increased effort to monitor and evaluate our performance across key metrics."

Residents on Virgin Gorda are invited to be a part of the Official Launch Ceremony at the Vanterpool Administration Building in Valley, Virgin Gorda on Thursday, July 24 at 10:30 a.m. Following the launch, attendees will given a tour of the centre to gain a greater understanding of its work and mission.

The Government of the Virgin Islands remains committed to the ongoing transformation of the Public Service.

Flyer for the Official Launch