



The Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

REMARKS

MS. GILLIAN MCINTRYE
PERMANENT SECRETARY
MINISTRY
OF
PUBLIC ADMINISTRATION

AT THE PUBLIC SERVICE WEEK
OPEN HOUSE
HARRIS PROMENADE, SAN
FERNANDO

Wednesday 20TH JUNE, 2012

The Honourable Carolyn Seepersad Bachan - Minister of Public Administration, Mr Navi Muradali - Deputy Mayor of San Fernando, my Deputy Permanent Secretaries - Ms Prabha Maraj and Mr Richard Madray, public Officers, citizens here with us today, members of the media. San Fernando is rightly the energy engine-room not just of South Trinidad but of the entire nation of Trinidad and Tobago. My friends from South Trinidad always boast that if all the San Fernandians working in Port-of-Spain were to take a day off, everything in Port-of-Spain will shut down.

Nobody, even the most fanatic Northerner, can ever doubt the importance of San Fernando to every aspect of life in Trinidad, especially to the economy. This is why we are here today and have brought the Public Service Open House to you at the same time as we have it going on in Port-of-Spain. Here, on the historic Harris Promenade, we have pitched our

tents and opened up the Public Service to you so you can interact with all those who provide services on behalf of your Government to you the people of San Fernando. You need to know what the Government has to offer you and in turn, the Government has to know what you expect and what you want from us in the public sector.

Every citizen, including public servants, is a consumer of public service. We get birth certificates, passport, health care, education and almost every other service from our Government. We want to make these services better. There must be a time when we can say, this is the best we can do to satisfy your present needs and those of the far, foreseeable future. When that time comes we will have the right leadership in place. When that time comes, we will have the right kind of attitude to service. When that time comes, there will be services available to you as close to where you live as possible and whatever Ministry or Department

you go to, you can get access to any government service.

This is what we call our journey FROM GOLD TO DIAMOND. Every day we will be trying to see how we can serve you better, how we can serve you faster and how we can anticipate what you need and put it in place.

The Minister of Public Administration, the Honourable Carolyn Seepersad-Bachan, who is from here in San Fernando will tell you more. What I want to also tell you is that we are trying to select the 50 civil servants who in the period since Independence have been outstanding in the way they carried themselves and carried out their duties. We have been asking for nominations but we still want everyone from the office cleaners to the clerks, from the watchman to the Permanent Secretary to have a chance. Nominations close tomorrow at midnight and I know many people have been thinking and

talking about it, but keep on postponing sending in their applications. Please do not put it off any longer. Please help us to recognize and reward those people who went beyond the call of duty, regardless of how high or low their duty station, and who put their best foot forward in all that they did as public servants.

What I want to make clear is that the recognition of dedicated public servants and the excellence of the service they deliver will not end this week. Every year from now on we are going to recognize excellence in service delivery. Every step from here on out is one step closer to the diamond standard that is our goal.

You can help by not accepting poor service as the norm. You can help by standing up for your rights. You can help by telling us what we can do better.

Ladies and Gentlemen, it is only by working together we can carve out the pathway from Gold to Diamond.

I thank you.