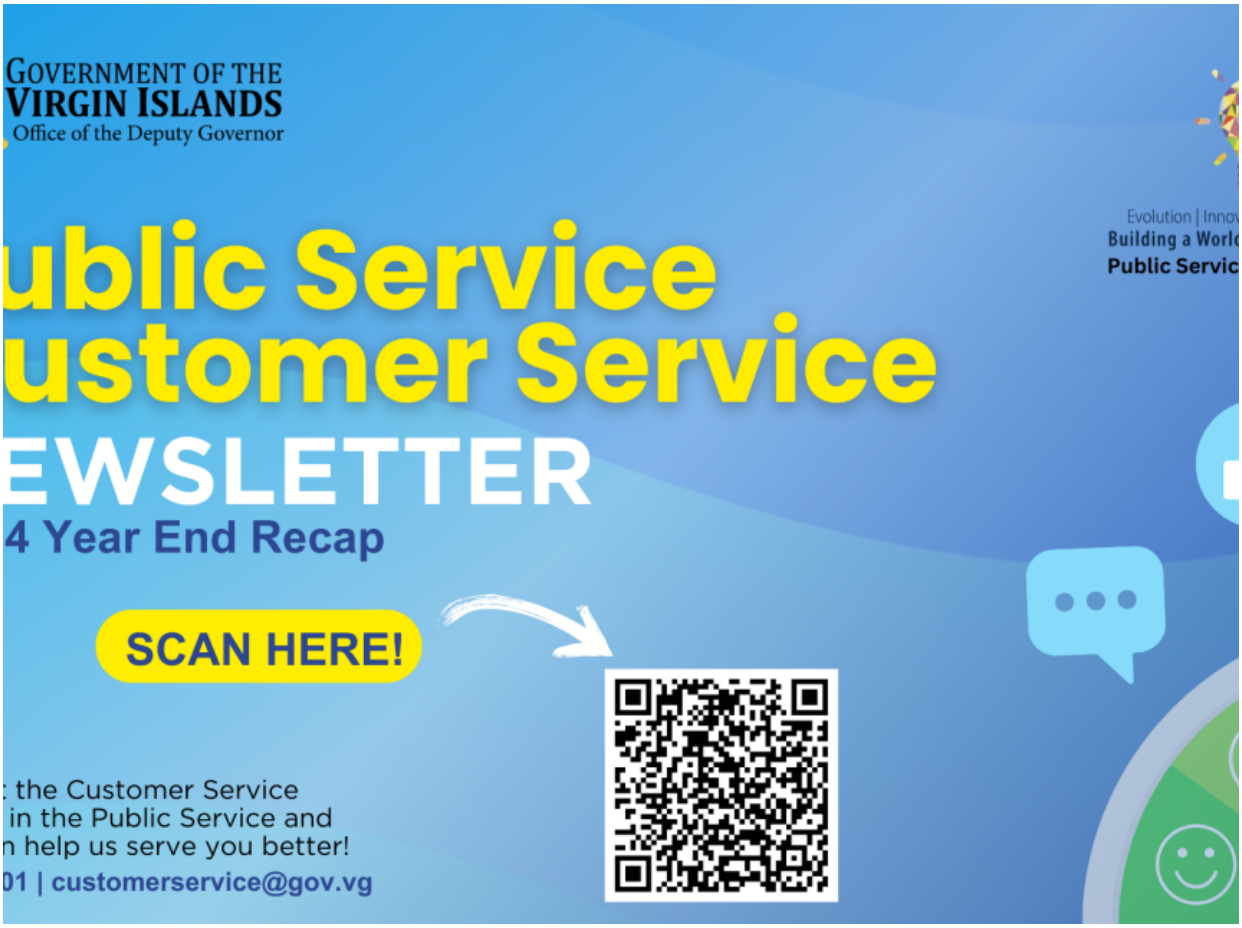
GOVERNMENT OF THE VIRGIN ISLANDS

PRESS RELEASE

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Public Service Sees Increased Customer Satisfaction Throughout 2024

Release Date: 30 January, 2025



Director of Customer Service, Ms. Kedimone Rubaine has announced that the official statistics of 2024 indicate an increase in Customer Satisfaction (CSAT) across the Public Service.

Ms. Rubaine said the 2024 Recap Edition of the Customer Service Newsletter shows a rating of 93.8%, which is a 31.3% increase when compared to the Customer Satisfaction ratings across the Public Service in 2023. These statistics were measured through the Express Pods located at various Government offices.

Ms. Rubaine said, “The dedication of public officers is evident in the results we are seeing. Our Customer Satisfaction statistics indicate that at key, high traffic departments, our clients are seeing improvement with the service they are receiving. A true testament to the work that we have all committed to.”

The director said statistics are most accurate when clients engage all opportunities to offer feedback on the service they receive. She added, “This data allows us to clearly see the areas we are doing well in as well as where we can improve.”

The newsletter also sheds light on the ongoing training and development effort, which includes formal sessions by the Director of Customer Service as well as opportunities for public officers to intern at the Customer Service Care Centre.

Throughout 2024, the Office of the Deputy Governor prioritised improvements in customer service through a focus on training and development, resource allocation and swift action on public feedback.

Customer service remains a primary focus for the Government of the Virgin Islands as a priority area within the Public Service Transformation Programme. This is driven by a vision to deliver dynamic, exceptional and world-class customer service.

The public is encouraged to rate the service they receive at Government Offices using rateus.gov.vg.

Additional Documents or Media

- Public Service Sees Increased Customer Satisfaction Throughout 2024.pdf