

PRESS RELEASE

Tel: (284)468-2730

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Public Invited to Share Views on the Public Service Transformation Programme

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The Office of the Deputy Governor is inviting members of the public to share their views on the Public Service Transformation Programme via a survey.

Public Service Transformation Manager, Mrs. Kishann Cupid Braithwaite said that the survey comes at a pivotal point in the life of the programme and public insight is needed to chart the next steps for the programme that guides the development and modernisation of the Public Service.

Mrs. Cupid Braithwaite said, "For the past seven (7) years, the Public Service Transformation Programme has been the driving force behind incredible advancements in the Public Service. Across our priority areas of Digital Transformation, Human Resources/Public Administration, Good Governance and Customer Service, we have worked tirelessly to improve our service standards to better serve customers."

The Public Service Transformation Manager also highlighted the value of public input into the programme at this stage, "We are now at a critical point. With the launch of a new Strategic Framework that brings into focus the methods we want to use, we need the input of some of our most critical stakeholders to help us understand how the programme has been working and what the public's vision is for the next chapter of development in the Public Service."

Earlier this year, the Office of the Deputy Governor launched a new Public Service Transformation Programme Strategic Framework which connects Public Service Transformation with other existing national overarching plans, establishes key methods for advancement within the Public Service and bridges gaps in organisational development.

The survey can be completed in 10 minutes and all responses remain fully confidential.

Persons are invited to access and complete the survey by 17th October, 2025.

Survey Link: <https://www.surveymonkey.com/r/WXKL3YM>

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About:

The Public Service Transformation Programme is a cross-government approach aimed at advancing the service across four priority areas. The programme focuses on creating pathways and initiatives for improvements in Customer Service, Public Administration/Human Resources, Digital Transformation and Good Governance.

For Additional Information Contact:

Mr. Eusa Z. Adams
Communications Officer II
Office of the Deputy Governor
Governor's Group
Constitutionally Established Departments
Telephone: 1-284-468-2219/3000
Email: eadams@gov.vg

Additional Documents or Media

- [Public Service Transformation Survey](#)
- [press release public invited to share views on public service transformation.pdf](#)