



MEDIA RELEASE

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Priority: HIGH

FOR IMMEDIATE RELEASE

Senator Cox: Good Customer Service is Key to Effective Social Service Delivery

Minister of Social Development and Family Services, Senator the Honourable Donna Cox is urging staff of her Ministry to be more compassionate when attending to clients. Minister Cox made the statement while touring the Aranquez and Tunapuna Social Welfare Local Boards on September 14, 2020. She was accompanied by Acting Permanent Secretary Sheila Seecharan.

During her visit, Minister Cox emphasized the importance of customer service to the vulnerable. “I would like you to treat persons as if they were a member of your family because it could be your mother, father or grandparent who would be coming for assistance.” said Minister Cox.

The Minister also indicated that she intends to meet with the Supervisors of the Social Welfare Division to develop a strategy for continued service improvement, including enhancements to their work environment which is also a key priority.

Staff members were also encouraged to keep up the good work. Minister Cox also took the opportunity to meet with some of the clients who visited the boards to determine what some of their concerns were. She encouraged those present that the Ministry continues to work towards improving its services and reassured clients that greater focus will be placed on decreasing their wait time at the offices, given COVID restrictions.

The Minister will continue visits to the various social welfare district offices and also looks forward to visiting several of the NGO groups that receive subventions and financial assistance from the Ministry. She indicated that she looks forward to working with everyone to improve the standard of living for the vulnerable citizens of Trinidad and Tobago.



Minister Cox listens to the concerns of clients at the Aranguz Social Welfare Local Board yesterday.



Minister Cox greets staff at the Tunapuna Social Welfare Local Board yesterday.

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