



MEDIA RELEASE

Wednesday December 13, 2023

FOR IMMEDIATE RELEASE

Priority: **HIGH**

MSDFS and iGovTT in Winners' Row at IDB President's Awards for Innovation and Service Excellence

On December 12, 2023, the Ministry of Social Development and Family Services joined with National Information and Communication Technology Limited (iGovTT) as both were recognised as a **Finalist and Category Winner** at the Annual IDB President's Awards for Innovation and Service Excellence in the Public Service (Pr.A.I.S.E.). The Pr.A.I.S.E. Awards 2023 was held under the patronage of Her Excellency Christine Kangaloo, ORTT, President of the Republic of Trinidad and Tobago and recognises the great achievements of the public sector in fulfilling its mandate to the people of Trinidad and Tobago through innovative services and quality customer experience.

iGovTT in collaboration with the Ministry, won the People's Choice Award for Service Excellence. This year's entry, in the Category of Service Excellence, was an improved service geared at streamlining the Life Certificate process for all recipients of the Senior Citizens Pension from the Ministry of Social Development and Family Services. Through an MOU with iGovTT the Ministry's services are now available at the ttconnect service centres across Trinidad and Tobago. Applicants of the senior citizen's pension, are now able to visit any of the ttconnect service centres to complete their Life Certificate and Life and Residential Form. There is also curbside assistance for those unable to enter the centres, as staff was available to meet clients at their vehicles.

This resulted in a reduction in the time it took for seniors to complete their forms. An appointment system was also introduced by ttconnect where persons could have arranged an appointments

based on their schedules. This new service resulted in a customer rating of 4.9 out of 5 following a feedback survey conducted.

The Ministry of Social Development and Family Services was pleased to collaborate with iGovt and tconnect for this special achievement, The Ministry is confident that this new service will provide an inclusive and exceptional customer experience, for those completing the Life Certificate Exercise (LCE) and Life and Residential Declaration (LRD) Form.

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Caption: In photo Charles Bobb-Semple Deputy CEO at iGovTT is joined by Manager, Corporate Communications, Ministry of Social Development and Family Services Mrs Natalie Walters.

For more information:

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