Presented by:
Hon. Carolyn Seepersad - Bachan
Minister of Public Administration

III Inter – American Conference on Innovative Experiences for Effective Public Management
Right People in the **Right** Job at the **Right** Time with the **Right** Skills, working on the **Right** Things, performing in the **Right** Way, delivering the **Right** Results and receiving the **Right** Reward

*Simply the Best, Always.*
MODERN ORGANIZATIONAL STRUCTURES

1. Able to delegate some decision making
2. Larger Pool of Professional/Technical Public Officers to turn policy into action
3. Public Officers who perform a range of integrated duties
WHAT DOES THE NEW PUBLIC OFFICER LOOK LIKE?

“Old” Public Officer

“New” Public Officer
WHO IS THE “NEW” PUBLIC OFFICER?

- High on Spiritual Quotient
- Innovative Solution Oriented Business Savvy
- Servant Leader
- Perceptive and Receptive
- Focused on Customer Care
- Continuous Learner
- High on Spiritual Quotient
- Socially Responsible
- Business Savvy
- Solution Oriented
- E-savvy
WHAT DOES THE PUBLIC SERVICE LOOK LIKE TODAY?
ASSESSMENT CRITERIA

1. Customer Involvement and Understanding
2. Communications
3. Promoting a Customer Service Culture
4. Responsiveness and Service Standards
5. Service Environment
6. Innovation and Creativity
7. Technology
8. Partnerships

AGENCIES

- TTBiz Link
- Naparima College
- Home Improvement Grants
- Eastern Regional Health Authority
- St James Women’s Health Clinic
- Scholarships and Advanced Training Division
- Tobago Information Technology Limited
ROLE OF CITIZENS IN 21\textsuperscript{ST} CENTURY T&T

- **Explorer**
  - Open Government

- **Co-Creators**
  - Gold to Diamond Journey, HRM Structure, Diamond Standard

- **Ideator**
  - Innovation Apps Centre, User Panels

- **Designer**
  - Innovation Apps Centre, User Panels

- **Diffuser**
  - Diamond Buzz, Feedback mechanisms

**Gold to Diamond Journey, HRM Structure, Diamond Standard**
T&T Open Government National Action Plan (NAP): Commitments

**Public Service Improvement**
- Trinidad and Tobago Diamond Standard Certification Programme
- Easier Life for Citizens Index
- HR Management Capacity Development
- Interactive Media – How to access Government Services
- National Contact Centre On site and Virtual) No wrong door

**Access to Information**
- Establishment of Open Data Portal
- Data Standard and Classification Framework

**Governance**
- Establishment of Civil Society Board

**National Resources Governance**
- Extractive Industries Transparency Initiative
  - Audits of revenues derived from Natural Resources
  - Availability of the Cadastre of Licenses and Contracts
  - Inclusion of the Mineral Sector
OUR FUTURE STATE

- Multi-Channel Access
- No Wrong Door
- Integrated Government
- “One Stop Shopping”
- “Bundled” Offerings
- Customer Centric Design
The Government of the Republic of Trinidad and Tobago

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THANK YOU!

QUESTIONS AND COMMENTS

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