



Government Information & Referral Centre

Pilot Operations to Commence

Background

The Government Information & Referral Centre (GIRC) is an initiative spearheaded by the Public Service Commission (PSC) in collaboration with the ITC Services. The initiative is intended to deliver more convenient, better quality and more customer focused services to the citizens.

The GIRC would be operating from the old Fiji Visitors Bureau building (opposite Telecom Fiji HQ) and would begin pilot operations from Monday 13th July 2009. An official launch will be held at a later date.

Objective

The purpose of this awareness is to encourage the staff (and families) of the various departments to begin using the GIRC services so that their feedback could be analysed and actioned upon prior to the official launch to the larger public.

Expected Outcomes

The expected outcome from this awareness initiative are:

- a. To further understand commonly requested services (eg. Application for scholarship) and the types of requests (eg. Query, follow up, complaints, etc).
- b. To optimise further the processes between the GIRC and the individual departments (including turnaround times, focal point effectiveness, etc)

Plan for Pilot

The agenda for the GIRC Pilot operations is as follows:

- a. Staff to encourage family members and friends to utilise the GIRC (including the Call Centre number '132777')
- b. Staff to solicit object feedback from family members & friends and forward those feedback to the GIRC
- c. GIRC will take the feedback into consideration and optimise operations and processes accordingly

Success of the project depends on you

This is a unique opportunity for you and your family to air your views. Your full support and participation is critical in making this initiative a success.

If you have any further queries or comments, please do not hesitate to email your queries or comments to girc@psc.gov.fj