
CUSTOMER CARE SYSTEM

Blata l-Bajda, Malta – [04/05/2009]: Following the four e-Government initiatives recently launched in March 2009, the Hon Dr. Austin Gatt, Minister for Information, Transport and Communication (MITC) in collaboration with Hon Dr. Chris Said, Parliamentary Secretary for Public Dialogue and Information and Dr. Godwin Grima, Permanent Secretary at the Office of the Prime Minister today announced the launch of the new Online Customer Care System accessible through www.servizz.gov.mt.

The previous Customer Care System was launched in 2002 and provided citizens with a single point of reference for communicating with various Government departments and entities. Following the development on this new version, a retraining process involving over 200 users within central and local government, entities and corporations was delivered in the past weeks. Since its inception, the Customer Care System registered an average of 110 requests per day.

The new Customer Care System builds upon the fundamental processes of the former system whilst enhancing both the front and back end of the system to provide a user-centric based system. Some of these enhancements include improved performance, the elimination of previous license costs and the facility to implement further enhancements without disrupting the service. Most importantly, the new Customer Care System increases the transparency and accountability for each and every request registered by citizens.

This new system allows citizens to request information, give comments, offer suggestions or lodge complaints about public services and local/central government - all through one user-friendly channel. Often, the dilemma for citizens who need to request information or complain about a particular service is lack of time and confusion regarding whom to address a particular enquiry to. Using this newly revamped service, citizens can simply send any type of query from the comfort of their home without the need to know where or to whom their request needs to be sent. Furthermore, citizens can review the full history (including the organization and representative handling their case) and status of their request through the same e-government service.

As with all previous e-government services the role of the Malta Information Technology Agency (MITA) was vital in the development, testing and quality assurance procedures which such a service necessitates to ensure that Public Services meet the customers' expectations and lifestyle. To safeguard privacy and security, this service uses the e-ID, Government's authentication tool.

MITA is the prime Government agency with a mandate spanning from ICT policy to programmes and initiatives in Malta. MITA manages full implementation of IT programmes in Government focusing on enhancing public service delivery and provides the infrastructure needed for the provision of ICT services to Government. MITA is also responsible for the propagation of ICT within society and the economy and to promote and deliver programmes with the intention of enhancing ICT education and the use of ICT as a learning tool.

