



GOVERNMENT OF BERMUDA

**Department of Employee and Organizational Development**

# GENERAL SERVICE STANDARDS



GOVERNMENT OF BERMUDA SERVICE STANDARDS

# OBJECTIVES:

- **Service Standards demonstrate Government's commitment to transparency and service excellence.**
- Service standards help to convey to all clients that service delivery excellence is part of the Government's culture.
- The standards also provide a source of relevant information to senior management on the quality of service provided by the department.



# RESULTS:

1. Better service experiences for the Public and your colleagues.
2. Greater cohesion between Government departments.
3. Sustained accountability at all levels.
4. Increased innovation.
5. Prioritisation of Government services.
6. More efficient Government services.



# OVERVIEW:

The general service standards are required for:

1. Conduct
2. Customer Interactions
3. Processing Documents
4. Government Facilities
5. Operating in the Public Domain (outside of department)
6. Providing Service within Government



# Service Standards for Conduct

1. The standard is to treat all clients/customers with dignity and respect, while being courteous and professional when providing services. All actions and performances should be aligned with the values and commitments of the Government of Bermuda, as listed in Annex III of the Conditions of Employment and Code of Conduct (CECC).
2. The standard is for public officers to be knowledgeable about the department and the functions thereof. All officers should be able to explain to clients/customers the process through which services will be provided by the department, in order to respond appropriately to client/customer queries and to be able to provide clients/customers with the acceptable level of service.
3. The standard is to ensure that all public officers follow through on their commitments and the commitments of their department to provide services in an efficient manner. Public officers must adhere to all deadlines for fulfilling duties.



# Service Standards for Conduct (continued)

- 4 The standard is that public officers are to present themselves in a professional manner when on duty, this includes ensuring officers are dressed in their designated uniforms or in attire that is in line with their department's dress code.
- 5 The standard is for public officers to identify themselves when communicating with clients/customers (all modes of communication), and include information on how they can be reached for further correspondence.
- 6 The standard is that every client's/customer's privacy should be respected and protected at all times.



# Service Standards for Customer Interactions

1. The standard is to ensure there is consistency in hours of operation across Government. All departments are to be open for business Monday to Friday from 8:45am through 4:45pm. While each department is expected to observe the standard hours of operation, this standard does not restrict the working hours of departments that are required to function outside the standard business hours. Each department must observe the standard hours of operation.
2. The standard is to ensure the department's hours of operation are clearly published on all media.
3. The standard is to assist clients/customers as soon as they enter the department when possible, or with a wait time of less than ten minutes when a queue has formed.



# Service Standards for Customer Interactions (continued)

- 4 The standard is to respond to mailed correspondence via letter, and deliver it to the Post Office within five business days of receipt of the initial letter by the person tasked to respond. The formal letter should be supplemented by email correspondence within five days of receipt of the initial letter where possible.
- 5 The standard is to answer emails within one business day.
- 6 The standard is to unify how public officers answer phone calls. The public officer should aim to answer within three rings, and the caller should expect to be transferred to the relevant authority straight away.
- 7 The standard is for public officers to align their actions regarding the handling of the feedback process with the Government Feedback Policy, in particular Section 5 Feedback Procedure.





# Service Standards for Processing Documents

1. The standard is to ensure that all client/customer forms and documents are published and clearly labelled on the relevant website with consistent branding, formatting and dates of applicability stated. They should be user-friendly and in plain English.
2. The standard is to notify the client/customer via email confirmation of receipt of any submission the same business day and establish the timeframe for processing within the confirmation email.
3. The standard is to process any documents (i.e. applications, registrations, etc.) within 10 business days, except in instances where legislative or regulatory requirements mandate otherwise.



# Service Standards for Processing Documents (continued)

- 4 The standard is to contact and inform the client/customer immediately if their submission contains incomplete or inadequate information that requires further attention before the submission could be processed.
- 5 The standard is for public officers to be familiar, and able to assist clients/customers, with the department's digitalization procedures. They should actively encourage and direct users to utilize the online services available.



# Service Standards for Government Facilities

1. The standard is that departments will maintain government facilities and public structures in a good and safe working condition at all times, in compliance with the Occupational Safety and Health Act 1982. Work Orders must be submitted to the Department of Works and Engineering immediately upon becoming aware of a need for minor repairs and/or maintenance.
2. The standard is that publically accessible offices and any client/customer-facing areas must be kept clean, presentable and welcoming to clients/customers.



# Service Standards for Operating in the Public Domain

1. The standard is to ensure that the professionalism and courtesy of public officers, as well as the timeliness of the delivery of public services is upheld.
2. The standard is to ensure the safe and proper conduct of public officers when they are on public roads. This is to be in alignment with the Orders for GP Cars and the Use of Private Vehicles.



# Service Standards for Providing Services within Government

1. The standard is to treat colleagues and other public officers with the same respect and courtesy with which external clients/customers would be treated.
2. The standard is that, when advising or assisting other public officers or departments on any matters related to your services, communication should be professional and prompt, as it would with external clients/customers.

