

DID YOU KNOW?



The **Office of the Auditor-General** has consistently excelled in Customer Service across Offices, Ministries, and Agencies of government for four consecutive years in the OMAs category (2022, 2023, 2024 and 2025).

Below are the positions as per the Office of the Prime Minister's spot audit:

Achievements

- **2022- 1st Place**
- **2023- 1st Place**
- **2024- 1st Place**
- **2025 - 1st Place**



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In a remarkable achievement, the Office of the Auditor-General (OAG) has once again been recognised as a leader in Customer Service excellence among Offices, Ministries, and Agencies (OMAs), earning accolades for four consecutive years: 2022, 2023, 2024, and now 2025. This accomplishment underscores OAG's steadfast commitment to delivering outstanding service, exemplifying adherence to the standards detailed in its Customer Service Charter.

The OAG's impressive performance is largely attributed to its proactive approach to customer engagement. By ensuring timely responses to client queries, the office has not only enhanced its reputation but has also significantly boosted trust and satisfaction among stakeholders. "Every voice matters," emphasises an OAG representative, highlighting the importance of addressing client concerns promptly.

The Foundation of Success: The Customer Service Charter

At the heart of OAG's customer-focused philosophy lies its Customer Service Charter, a formal commitment that outlines specific service standards, commitments, and feedback mechanisms directed toward citizens. This charter serves as a transactional roadmap, guiding interactions between public servants and the community they serve.

The charter outlines the services provided by the OAG, ensuring transparency in its operations. It specifies exact delivery timelines, such as responding to inquiries within 24 hours, which reflects the office's commitment to accountability and professionalism. The principles of integrity and transparency are not only prioritised among the staff but also set expectations for citizens, highlighting the importance of mutual respect and timely communication in interactions. To further enhance service delivery, the OAG has established a structured pathway for citizens to lodge complaints, ensuring that any concerns are addressed efficiently and effectively.

Assessment and Continuous Improvement

The Office of the Prime Minister (OPM) thoroughly evaluates the performance of OMAs, including OAG, through its National Performance Management System (NPMS). This systematic approach to rating fosters a culture of continuous improvement and accountability within public service.

Compliance and Alignment Checks

The OPM assesses how well each OMA's charter aligns with national development priorities. This ensures that operational targets contribute towards the ministry's broader strategic goals.

What does the OAG do differently?

Service Delivery Tracking: OAG's performance is evaluated on its ability to meet self-imposed timelines. Key metrics include turnaround times for processing documents and resource optimisation in achieving outputs relative to budget allocations.

Monitoring Frameworks: OAG also maintains detailed reporting systems, submits quarterly progress evaluations and undergo audit reviews to ensure compliance with public administration standards.

Citizen Feedback: An essential component of OAG's rating is its responsiveness to citizen feedback. The OPM uses data from surveys and suggestion boxes to analyse how effectively the OAG addresses public dissatisfaction and resolves complaints.

Commitment to Address Challenges

Despite its successes, the OAG understands that there are always areas for improvement. The recent audit conducted by the OPM highlighted both achievements and challenges, providing essential insights into potential enhancements. The OAG has pledged to tackle any identified obstacles head-on and to explore innovative solutions to better serve citizens.

As the OAG continues to cultivate a culture that values respect and prioritises customer service, it reinforces the notion that excellence in public service isn't just a goal; it's a core value that permeates its operations every day.

In celebrating this recognition, the Office of the Auditor-General sets a benchmark for excellence in service delivery, demonstrating that a strong commitment to customer service can lead to lasting positive impact within the community.