



GOVERNMENT OF BERMUDA
Ministry of Public Works

Ministerial Statement
To The House of Assembly

By

The Hon. Patricia Gordon-Pamplin, JP, MP
Minister of Public Works

New Request Reporting System

9th May 2014

Mr. Speaker, I rise to announce the launching of a new request reporting system for the Ministry of Public Works.

Mr. Speaker, This system has been developed in order to better coordinate, address and respond to the large volume of requests received from Honourable Members, seeking assistance from the Ministry of Public Works.

Mr. Speaker, All Honourable Members will be invited to submit all requests to a general email box, the address for which will be provided in due course.

Mr. Speaker, In order to efficiently address all requests Honourable Members will be asked to provide contact details, an accurate description of the location and the problem to be addressed, such as road repair and maintenance, traffic sign and signal outages, maintenance, trash removal, sanitation or parks related issues.

Mr. Speaker, The request will be logged and a receipt response will be sent within 2 working days. The project will be triaged for urgency, and allocated for dispatch. Dependent on the project, a progress report will be provided to indicate either completion, or expected date of completion. This pilot programme will allow the Ministry to efficiently coordinate its resources, and to allow standardization for project completion. At the moment, many calls are made to individuals within the Ministry and oftentimes, may fall off the radar if the issue is not properly logged.

Mr. Speaker, In the future it is our intention to expand this system to allow the public to submit requests on all matters relating to the Ministry of Public Works, using an online web based request form.

Mr. Speaker, I have no doubt that this new system will greatly assist in resolving the pressing concerns of our constituents, while using the ministry's resources more efficiently. We encourage members to report their constituency concerns through this medium, and to communicate their opinion of the new system.

Thank you Mr. Speaker