

Rongorongon NCSIC

E tei te National Customer Service Improvement Centre ke te NCSIC n 1st June, 2016 ike ea kaainaki naba iai.

E kaukaki iroun H.E Te Beretitenti n 22nd n August, 2016.

Te NCSIC e bon kainaki irouia 4 Officers bwa temanna te Cordinator ao teniman ana taan ibuobuoki

Te NCSIC bon ana Division teuana PSO ae ea tibwa tei rabwatana ibukin buokam ngkoe te I-Kiribati.



PSO Address

Public Service Office (PSO),
Public Service Performance & Services Delivery Management
Division (PSPSM),
National Customer Service Improvement Centre (NCSIC).

P.O Box: 68

Phone: 75022789 or 75022790

Website: www.pso.gov.ki



- **AKI REREKE BUOKAM MAI IROUN ANA TIA MAKURI TE TAUTAEGA ?**
- **WAEKOA RIBOOTI NGKAI NAKON TE NCSIC, PSO, Bairiki**

Kairan kawaim ngkoe te I-Kiribati inanon Aobitin nako te Tautaeaka

Kiribati Public Service Customers Guidelines



NCSIC
National Customer Service Improvement Centre



1. Karekean buokam n Aobitin nako te Tautaeka

1) TAUA ARAN TE AOBITI

- Ko riai n ataa aran te Aobiti are ko kawaria ibukin karekean buokam.
- Tauga te bong/namakaina/ririki ko kawaria iai.

2) KO RIAI N TAUA ARAN TE AOBITIA

Kona riai n ataa aran te tia buokiko nte Aobiti anne. Arana ao ana kauoua n ara. Ko riai n aki mwaninga!

3) E RIAI N KAMATATAKI KAWAIM

- Ko riai n kamatataki iroun te tia buokiko nte Aobiti anne ba maanra karaoakin kainanom are ko roko ibukina, e kanga kawaina ao ena tia nakon ningai.
- E riai n reke buokam inanon tenibong ena aki raka iaona, ngkana akea te kabwarabwara ae riai ibukina.

4) NGKANA E RIAON TENIBONG KAREKEAN BUOKAM

- Buokam ena riai n tia imwain tenibong ngkana e aki tia ao e riai n kamatatako te Aobitia anne ibukin rakan tenibong aron mwakurian kainanom.
- Ngkana iai riki te Aobitia temanna/uoman ae irekereke ibukin iremen buokam, ao taua naba arana/araia ao kauoua n ara ao aia mwakuri bwa tera
- Ko riai n ataa te bong/namakaina/ririki ko kawara te Aobiti kua ibukin rimwian buokakim.

5) TEIMATO A N AKI REKE BUOKAM

Kawara te Supervisor n te tabo n mwakuri anne (Director ke Tia Koroboki) ngkana ea okioki te kabwarabwara ibukin iremen buokam. Ngkana e teimatoa n aki naba reke buokam ao koa nakon te NCSIC nte PSO.

2. Karinakin am tangitang n Aobitin te NCSIC—PSO Bairiki

1) KORO RETA NAKON NCSIC

- Ko riai n korea am reta n kabwarabwara iai am kanganga n irekereke ma te Aobiti are aki reke buokakim iai.
- Ena riai n oti aran/araia taan mwakuri ma aia kauoua n ara are e aki reke buokam irouna/irouia

2) KATAURAOI KATOTON AM BEBA

- Uoti katoton am beba ake ko biriakinna bwa karekean buokam man te Aobiti anne ibukin bou-tokan am reta ao kakoauan am tangitang.
- Akean beba n kakoaua ena karautaeka NCSIC ba ena aki kona n rinanoaki am tangitang.

3) KANOAN TE FORM

Uaekaki tein ara booma ibukin kanoakina iroum ngkoe te tia tangitang bwa iai n imatang ao iai n I Kiri-bati, e kona n ibuobuoki te aobiti ibukin kanoan am booma ao kam kaungaaki bwa kam na riai ni bane n kanoai kanoan te booma are e katauraoki ibukimi.

4) NINGAI TAIN KAWARAN NCSIC ?

Ibukin am tangitang ae ko kan karinna/ribotinna, taina

- **Monday to Friday**
- **09:00am to 12:30pm**
- **13:30pm to 4:15pm**

5) E TEI IAA AOBITIN NCSIC?

- Te National Customer Service Improvement Centre ke te NCSIC e tei i moan te Public Service Office (PSO). Te kateitei are ana Aobiti te Beretitenti i Bairiki.

3. Kauring aika a kakawaki nakoimi ara katitamwa

1) BUOKAMI BON MAI IROUMI

Te kauring ba kam na riai n iira raoi nanon karekean buokakimi man Aobitin nako te Tautaeka. Tauakin aran te Aobitia are e buokiko, tauakin te tai/bong are ko kawara iai te Aobiti anne, ao katoton beba ake a irekereke ma karaoan am kan buokaki. Akean aikai, NCSIC ena rang memere ana ibuobuoki nakon am tangitang.

2) TANGITANG RIKI TABEUA

E kukurei te NCSIC ke te Centre aio ni buoki ngkami n itera aika a bati. N aekakin tangitangmi nako, kan kaotan kawaimi ke kairan kawaimi nakon te tabo are ko kan buokaki iai ao aanga riki ni ibuobuoki ake kam kainanoi ibukin kan buokakimi. E tauraoi n taai nako te Centre n anga te ibuobuoki iaon itera aikai.

