

STATEMENT
ON THE CREDIT/DEBIT CARD
PROCESSING FACILITIES
FOR VARIOUS SUBJECTS
UNDER THE MINISTRY CWI
BY
THE HONOURABLE
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Madam Speaker, since taking office in May 2005, it has been our vision and determination to try to alleviate some of the day-to-day issues and problems faced by this Government. One such issue was the recurrent and significant amount of uncollected debts that would remain outstanding to the Government.

As I took the time to look into this matter, in relation to the subjects for which I hold responsibility as Minister, it became glaringly obvious to me that one of the ways or methods by which the Government would be able to reduce the amount of uncollected debts and provide better customer service would be to simply offer our customers different methods through which to pay fees.

I am sure that more persons than myself in this country have experienced, for example, going up to a Government cashier, expecting to pay in cash, and then when we are told of the total amount, realize that we are short by a few dollars or so, and despite having a credit or debit card with us, find that the cashier does not have the facilities to carry out a credit or debit card transaction. Thus we are forced to leave the office(s), go to the bank, wait in line there, return to the Government office(s), and then wait in the line again

to pay what we owe. Then, as a customer of Government, we all say, this would have been a lot easier if the Government “would get with the times.”

Well, Madam Speaker, I could not agree more with those words, and those times are now here! I don't know if it was:

- A lack of foresight and vision;
- A lack of responsibility for public funds;
- Poor management or poor financial management skills; or
- A desire to irritate the general public

on the part of some former Ministers of Government why, in this technological and computerised age that we live in, it has taken so long for some Government departments to move forward. Perhaps what was needed was proper leadership in Government.

Madam Speaker, as I stated earlier, the Ministry for which I hold responsibility and the respective departments, authorities, units, and sections there under, are committed to providing the best customer service possible and also to making every effort to improve the quality of our service whenever we can. It gives me great pleasure Madam Speaker to inform this Honourable House, and the country in general, that, for the first time ever,

the following Government departments are, or in the very near future will be, able to serve their customers better through the development and implementation of credit/debit card processing facilities:

- The Department of Vehicles & Driver's Licensing;
- Radio Cayman;
- The Postal Services Department; and
- The Department of Environmental Health.

Madam Speaker, now, we all know that, perhaps with the exception of Radio Cayman, 99% of people in this country have to interact with these other three departments at some point. You may then understand Madam Speaker my surprise when I found that a simple, everyday service such as credit/debit card processing was not available for the customers of these departments.

For the customers of these four (4) departments, those dark ages will be no more. Madam Speaker, it is time the Government became less antiquated and more progressive. I can only hope that our actions, vision and work can be a beacon for future leaders of this country.

I thank you, Madam Speaker.