



MINISTRY OF NATIONAL SECURITY

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MEDIA RELEASE

MINISTER DILLON AND MINISTER MOSES MEET WITH IMMIGRATION OFFICERS AT CUSTOMER SERVICE TRAINING WORKSHOP

13th July 2016

The Minister of National Security, Major General (Ret'd) the Honourable Edmund Dillon and the Minister of CARICOM and Foreign Affairs, Senator the Honourable Dennis Moses, met with immigration officers at a training workshop on Customer Service today (Wednesday) at the Immigration Office on Henry Street, Port of Spain.

Also present at the training workshop were the Chief Immigration Officer, Mrs. Charmaine Gandhi-Andrews and Deputy Immigration Officers, Mr. Steve Jack and Mr. David Hinkson.

In his opening remarks, Minister Dillon pointed out that first impressions, are very important to the traveller who come to our shores and the Immigration Officer is the first point of contact at our country's ports of entry. As such, the Immigration Officer must be competent and courteous and provide a very welcoming, and positive experience for the travelling public at all times, he said.

Minister Dillon continued by saying *"the Ministry of National Security is working assiduously to improve the surveillance mechanism at our borders through updated technology and the implementation of a Joint Border Protection Agency."*

The Minister went on to state that these measures were important, not only to ensure the safety and security of all our citizens through the management of our borders, but also to assure the international community that the Government of Trinidad and Tobago is doing its part to combat our current national security challenges.

Also speaking at the workshop was Senator the Honourable Dennis Moses, Minister of CARICOM and Foreign Affairs and Minister in the Ministry of National Security.

Minister Moses highlighted that immigration officers must be conscious of the roles they play in servicing the public and that they must continue to distinguish themselves as part of the national security family.

Minister Moses said that he was consistently mindful of the Immigration Division's persistent efforts to ensure that our Nation's borders are secure. He stated *"rest assured that the Government of Trinidad and Tobago is cognizant of your efforts to promote National Security by effectively monitoring the movement of persons into, within and out of the country and to provide an efficient and effective passport service."*

Both Minister Dillon and Minister Moses went on to thank the Officers for their service and their unswerving commitment to their country.

Chief Immigration Officer, Mrs. Charmaine Gandhi-Andrews reminded the Officers under her charge, to be mindful at all times of who they represent. She said that Immigration Officers embody not only their Division but also the Ministry of National Security and the Government and people of Trinidad and Tobago

The training workshop was given by course facilitators from the Davarim International Limited Centre for Corporate Training and Professional Development.

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