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## **PRESS RELEASE**

### **RE: CitizenService Portal Overhauled**

In our commitment to improving Government-to-Citizen (G2C) service delivery, the GovTech Agency, in partnership with relevant agencies, has revamped the Citizen Service (G2C) portal. The enhanced portal was released to the public on November 22, 2023, coinciding with a good Zakar.

Besides enhancing the visual appeal and user-friendliness, the updated portal now incorporates features specifically designed to collect user feedback on individual services and overall experiences, and a chatbot facility with the ultimate goal of continuously improving citizen services.

The portal will undergo regular monitoring, and we kindly request all users to assist us by sharing your valuable feedback, comments, or suggestions. The portal can be accessed at: <https://www.citizenservices.gov.bt/>

The GovTech Agency expresses sincere gratitude to all stakeholders, whether directly or indirectly involved, for their valuable collaboration, support, and ongoing guidance throughout this initiative.