



Mr Lionel De Souza
*Star Customer of Immigration
and Checkpoints Authority*
Nominated by Ministry of Home Affairs

Mr Lionel De Souza, a former police officer, is a role model for active citizens who support the work of government agencies in ensuring a safe and secure Singapore. Through his actions, more people, especially senior citizens in his community were made aware of new service initiatives introduced by ICA. His collaboration with ICA in organising talks and exhibitions within his community has advanced ICA's goals and enabled the community to gain greater confidence in ICA. With outstanding individuals like Mr De Souza, government agencies such as ICA, will be able to do more to improve their services and increase customer satisfaction.



EXCELLENCE IN PUBLIC SERVICE AWARDS 2011