



MEDIA RELEASE

**MINISTRY OF TRADE AND INDUSTRY'S  
INVESTITURE CEREMONY FOR THE  
2009 NATIONAL DAY AWARDS  
AND  
PRESENTATION OF THE  
GOING THE EXTRA MILE SERVICE (GEMS) AWARDS**

Minister for Trade and Industry, Mr Lim Hng Kiang, presented officers in the Ministry of Trade and Industry (MTI) with the 2009 National Day Awards today. This year, the MTI family has a total of 54 recipients for the Commendation Medal (4), the Efficiency Medal (8) and the Long Service Medal (46).

2. The Commendation Medal is awarded to selected officers who have shown special performance under difficult circumstances, competence and devotion to duty. The Efficiency Medal is given to officers who have shown superior performance, consistent diligence and dedication in their work. The Long Service Medal is presented to public officers with at least 25 years of service in recognition of their service and contributions to Singapore.

**3. Minister Lim also presented the Going the Extra Mile Service (GEMS) Awards to 36 recipients at the ceremony. The GEMS Awards recognise officers who have consistently delivered excellent service quality.**

4. Please see the Annex attached for write-ups on some of the recipients.

5. The Ministry of Trade and Industry congratulates all recipients and thanks them for their contributions.

**Ministry of Trade and Industry  
25 November 2009**

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ANNEX

**54 MTI Officers accorded the National Day Awards for their contribution to the Public Service**

Minister for Trade and Industry, Mr Lim Hng Kiang, presented officers in the Ministry of Trade and Industry (MTI) with the 2009 National Day Awards today. This year, the MTI family has a total of 54 recipients for the Commendation Medal (4), the Efficiency Medal (6) and the Long Service Medal (44).

The Commendation Medal is awarded to selected officers who have shown special performance under difficult circumstances, competence and devotion to duty.

The Efficiency Medal is given to officers who have shown superior performance, consistent diligence and dedication in their work.

The Long Service Medal is presented to public officers with at least 25 years of service in recognition of their service and contributions to Singapore.

Information on three Medal recipients is appended:

**Ms Chen Lee Wa, JTC Corporation**  
(Commendation Medal)



With a wide-ranging portfolio spanning 25 years at JTC Corp, Lee Wa has been involved with the development of JTC's new generation flatted factories, management of the divestment of a portion of JTC's properties, planning and development of the Contracts Administration & Procurement System, planning of civil and infrastructure works for the Seletar Aero+sSpace Phase 2, Hougang Logistics Park, Tanjong Kling Phases 1 & 2 and Tukang as well as physical geological profiling and preliminary scheming of Jalan Bahar, Wenya and Tuas View Extension. Lee Wa currently leads two departments, the Engineering & Infrastructure Department and the Engineering Research Department.

In addition to intra-JTC postings, Lee Wa was seconded to Jurong Consultants Pte Ltd (JCPL), JTC's subsidiary, in 2002, where she was appointed Vice President and managed some of the leading projects at JCPL.

**Mr Nesiran B Sakimin (27 years of service) and  
Mr Jayaraman A/L Narayanasamy (26 years of service)  
Sentosa Development Corporation (SDC)  
(Long Service Medal)**



Nesiran S Sakimin



Jayaraman A/L Narayanasamy

As rangers in Sentosa, Nesiran and Jayaraman undertake different aspects of safety and security across the island for residents, guests, island partners and employees. Their duties range from enforcing the regulations under the Sentosa Development Corporation Act, to providing efficient and effective traffic control on the roads, and educating guests on crime prevention. In emergencies, they are also trained to render assistance in first aid. Nesiran and Jayaraman also work closely with the relevant authorities and agencies on crime prevention, to ensure positive experiences for all guests. Sentosa regularly welcomes foreign dignitaries and both Nesiran and Jayaraman are often deployed to oversee the ranger escort service for VIPs.

## **Ministry of Trade and Industry Honours its Officers for Outstanding Customer Service**

In promoting international trade and facilitating the development of our industries, MTI officers are in constant contact with customers from all walks of life. To ensure that all our customers have a positive experience, many of our officers go the extra mile when acceding to their requests and needs.

Thirty-six officers were recognised for their exemplary service delivery and received the Going the Extra Mile (GEMS) Award from the Minister for Trade and Industry, Mr Lim Hng Kiang, at an award ceremony on 25 November 2009.

The stories of some of our award recipients are highlighted below:

### **Ms Fiona Loi Pui Sze, Singapore Tourism Board (STB)**



For the last three years, Fiona led a team of officers in the challenging task of handling complaints and feedback for STB. She and her team have sought to always find an amicable solution between complainants and industry players. Fiona has led by example and worked tirelessly to turn around the negative experiences of tourists. In so doing, she has left a lasting impression on these tourists who continue to view Singapore as a favourable travel destination. During the Influenza A (H1N1) pandemic, Fiona's leadership and professionalism was instrumental in assisting affected tourists. For example, she ensured all quarantined tourists received a token goodwill package from STB upon checking out of the quarantine facilities or hospitals. This gesture was greatly appreciated by the tourists who had an otherwise negative experience while they were quarantined in Singapore.



**Mr Leow Yong Huat, JTC Corporation**



Earlier this year, thanks to Leow Yong Huat's quick thinking and resourcefulness, a tenant in one of JTC's flatted factory was able to quickly recover from a fire that broke out over a weekend. With Yong Huat's assistance, the company resumed operations in less than 24 hours. Through his support, they were able to meet their production needs without any disruption and averted complaints and possible claims from their customers. On another occasion, Yong Huat went the extra mile to investigate a complaint from a HDB resident about the noise created from the flatted factory at night. Even though his findings confirmed that the noise level was within the allowable limits, he spoke to the tenants who agreed to tune their compressors to reduce the noise level further.