



OFFICE OF THE PRIME MINISTER

CITIZEN'S CHARTER



I went to sleep and dreamt that life was beauty. I woke to find that life is duty.

- Unknown

Respectfully
We
Serve;
most
grateful
for the
opportunity
for so
doing.



OFFICE OF THE PRIME MINISTER **CITIZEN'S CHARTER**

PRIME MINISTER'S MESSAGE



Every Jamaican is entitled to receive service of the highest quality from all public servants. There are some services which only the state can provide, but whether or not the state is the sole provider, special safeguards and incentives must be implemented to ensure service of the highest quality. It is against this background that the concept of the Citizen's Charter was introduced.

Fundamental to the principle of the Citizen's Charter is the recognition of the taxpayer as a customer, who is entitled to receive from Government Ministries/Agencies, efficient and courteous service in a timely manner. What this means therefore, is that service must be based on established and agreed standards, with rigorous monitoring to ensure that lapses in performance are brought in line.

As the Government moves ahead with the Public Sector Modernization Programme, new policies and programmes will be implemented to improve the level of service delivery and to ensure that public servants are motivated, trained and equipped to offer the level of service required in this new environment. Our citizens must be treated with courtesy, whoever they are. Additionally, they must be provided with adequate channels for lodging complaints and a workable system for redress.

As the Office of the Prime Minister joins other Agencies in adopting a Citizen's Charter, I have every assurance that the mechanism can and will work. I am confident that the staff in the Ministry will lead the way in accepting the challenge as together we work to build a participatory framework for the creation of a quality society.

P.J. Patterson
Prime Minister

PERMANENT SECRETARY'S MESSAGE



The desire to introduce 'best practice' in the Government's management policy has led to the introduction of the Citizen's Charter by the Honourable Prime Minister. In today's ever-changing business environment, the public is entitled to common courtesy, excellent service and relevant information. All employees, from managers to the most junior employees, must provide service that is courteous and useful to their customers and also treat each other with respect and courtesy.

Customer Service often adds no additional cost to the organization; it however, yields high dividends through satisfied customers, who are the hallmark of any successful organization.

Staff members at the Office of the Prime Minister are committed to giving to those with whom they interface, unsurpassed service, which will not only make our customers feel valued but will also meet their expectations and needs. We will seek to handle customer complaints and solve problems quickly to ensure customer satisfaction. We will also establish cordial relationships so that those doing business with, or even just visiting the OPM, will find it a pleasant experience and realise how much they are valued as customers.

The OPM Citizen's Charter is a contract between each staff member of the OPM and the public as well as between staff members themselves. The Charter sets out the standards of service required and sets the basic guidelines of civil behaviour expected of both our staff and customers. It indicates avenues through which complaints may be lodged if things go wrong and invites comments and suggestions on the quality of service received.

We will work together to ensure the delivery of excellent and efficient service and to put into the practice of that service, the spirit as reflected in the Mission Statement and Motto of the OPM.

Charmaine Constantine
Permanent Secretary

MISSION STATEMENT

“To build a participatory framework for the creation of a quality society which galvanizes the entire nation to achieve its potential.

The Office of the Prime Minister will provide leadership and governance while developing, coordinating and implementing policies in keeping with national goals.

In keeping with these goals we will foster economic and social development through excellent service and timely information, which promote public awareness and understanding of government’s programmes.”

Our Motto

“We pledge to support sound values and positive attitudes, render quality service and further uphold civil order as we work to foster national development and engender a just and caring society.”

ROLE OF THE HONOURABLE PRIME MINISTER

The Prime Minister heads the Cabinet which is the principal instrument of policy charged with the general direction and control of the Government. Although all members of the Cabinet are charged with collective responsibility, as Chairman of the Cabinet, the Honourable Prime Minister has the personal responsibility for providing political, executive and operational direction for the work of Government. The Honourable Prime Minister, as provided under Section 70 of the Constitution, also holds portfolio responsibility for the subjects of Defense, Development and Privatization.

Our Role

The Office of the Prime Minister (OPM) through the functions of the Prime Minister is the main strategic Ministry and has a major role in coordinating the functions of Government.

The key role of the OPM ‘bureaucracy’ is to support the Prime Minister who provides leadership and direction for an efficient and effective Government. The OPM has a centralising role and provides oversight and operational responsibilities for key policy priorities. Additionally, the Prime Minister’s Office acts as the catalyst for good governance.

The Office of the Prime Minister seeks to carry out its role by:

- /// Fostering economic, physical and social development and growth. Demonstrating effective and efficient administration.
- /// Disseminating and providing access to Government information in a manner to ensure an informed and enlightened public.
- /// Serving as a reference point for members of the Executive.
- /// Setting the pace for Ministries by being the model Ministry for exemplary performance and effective implementation of policies.
- /// Creating the climate to achieve growth and sustainable development.
- /// Protecting Jamaica’s National Symbols.
- /// Administering the Jamaican National Honours and Awards.
- /// Establishing and sustaining a customer-focused environment.
- /// Galvanizing the nation to adopt sound values and positive attitudes towards the creation of a civil society.

SUBJECTS /DEPARTMENTS/ AGENCIES/COUNCILS AND COMMITTEES THE RESPONSIBILITY OF THE HON PRIME MINISTER, MINISTER OF INFORMATION AND MINISTER OF STATE-OPM

The Honourable Prime Minister

Subjects:

- ~~///~~ Defence*
- ~~///~~ Policy Coordination
- ~~///~~ Economic Development
- ~~///~~ Privatization
- ~~///~~ National Honours and Awards
- ~~///~~ National Symbols
- ~~///~~ Administered by the Ministry of National Security*

Departments/Agencies/Councils/Committees:

- ~~///~~ National Commission on Science and Technology
- ~~///~~ National Council on Sports
- ~~///~~ National Disaster Committee
- ~~///~~ Development Council
- ~~///~~ National Housing Trust
- ~~///~~ Urban Development Corporation
- ~~///~~ National Investment Bank of Jamaica

Minister of Information

Subjects:

- ~~///~~ Archives
- ~~///~~ Broadcasting
- ~~///~~ Information

Departments/Agencies:

- ~~///~~ Broadcasting Commission
- ~~///~~ Cinematograph Authority
- ~~///~~ Creative Production and Training Centre
- ~~///~~ Jamaica Archives and Records Department
- ~~///~~ Jamaica Information Service
- ~~///~~ Public Broadcasting Corporation of Jamaica

Minister of State

Subjects:

- ~~///~~ Coordinating and monitoring the implementation of programmes in the Western Region.
- ~~///~~ Poverty Alleviation Programme
- ~~///~~ Rural Township Programme
- ~~///~~ Privatization - Sugar Cane Lands

Departments/Agencies:

- ~~///~~ OPM - Western Region
- ~~///~~ Lilliput Development Companies
- ~~///~~ Negril Development Company
- ~~///~~ St. Ann's Bay Development Company

INTRODUCTION TO OUR DEPARTMENTS/ AGENCIES

National Commission on Science & Technology (NCST)

Promotes science and technology as an integral part of Jamaica's culture so that it will play a substantive role in the nation's social and economic development. The Honourable Prime Minister is Chairman of the Commission. The NCST Secretariat provides administrative support for the Council.

National Housing Trust (NHT)

Provides and improves affordable shelter solutions for contributors in an equitable and efficient manner.

National Investment Bank of Jamaica (NIBJ)

Contributes to the Government's economic reform programme by privatizing selected public enterprises and assets; facilitates new investments in targeted sectors, and manages capital development funds on behalf of the Government.

Urban Development Corporation (UDC)

Provides support to the Government, private sector and communities in the development and management of land in a manner that facilitates economic growth, social and physical development in key urban and rural areas, and supports national policy objectives.

Broadcasting Commission

The Broadcasting Commission is the regulatory agency for electronic mass media. It advises the Minister of Information on the terms and conditions on which licences may be granted and establishes a system for monitoring compliance with legal standards in programming, technical services, licences, fees and operations, and provides policy advice on broadcasting issues.

Jamaica Archives and Records Department

Preserves, manages and facilitates access to records that are held in the Archives.

Cinematograph Authority

Regulates the content of films shown in public cinemas.

Creative Production & Training Centre (CPTC)

Produces programmes depicting national culture for local, regional and international consumption and provides training in associated disciplines.

INTRODUCTION TO OUR DIVISIONS/UNITS

Office of the Permanent Secretary

Provides control over the affairs of the OPM through prudent resource administration. The Office also provides leadership to portfolio areas within the Ministry, and advises and assists the Political Directorate in policy formulation and implementation. The Permanent Secretary heads the administrative structure and holds accountability to Parliament for the financial and physical assets of the Ministry.

Administration & Special Services Division

Provides administrative management and technical support for the OPM, its Agencies and the Office of the Cabinet so as to create a climate conducive to achieving the highest levels of effectiveness and efficiency.

Financial Management Division

Ensures that the Organization's financial systems are operated with the utmost integrity and that its systems adhere to Government's regulations and guidelines.

Management Information Systems Unit

Implements and maintains an efficient and up-to-date Information Technology System to provide useful management reporting tools.

Human Resources Division

Supports the human resources needs of the Organization in a manner which enables employees in the Ministry and its Agencies to achieve the objectives of the Office. In addition, the Human Resource Division facilitates the career and personal development of staff members while monitoring the performance of employees in keeping with the functions delegated to the Permanent Secretary.

Planning & Evaluation Unit

Seeks to enhance the quality of performance at the OPM through effective Strategic Planning and serves as a catalyst for issue identification and problem solving in support of the Ministry and its Agencies.

Information Division

Seeks to modernize the public policy framework for information and communication by recommending changes in the legislative, regulatory and institutional framework consistent with the current environment.

Development Division

Contributes to physical and economic development through monitoring, coordinating and facilitating the activities of the UDC, NHT and NIBJ which requires the Ministry's intervention.

Communication/Public Relations Unit

Provides the public with accurate and timely information on the activities of the Government, the Honourable Prime Minister and the Office of the Prime Minister.

INTRODUCTION TO OUR DIVISIONS/UNITS

Office of the Permanent Secretary

Provides control over the affairs of the OPM through prudent resource administration. The Office also provides leadership to portfolio areas within the Ministry, and advises and assists the Political Directorate in policy formulation and implementation. The Permanent Secretary heads the administrative structure and holds accountability to Parliament for the financial and physical assets of the Ministry.

Administration & Special Services Division

Provides administrative management and technical support for the OPM, its Agencies and the Office of the Cabinet so as to create a climate conducive to achieving the highest levels of effectiveness and efficiency.

Financial Management Division

Ensures that the Organization's financial systems are operated with the utmost integrity and that its systems adhere to Government's regulations and guidelines.

Management Information Systems Unit

Implements and maintains an efficient and up-to-date Information Technology System to provide useful management reporting tools.

Human Resources Division

Supports the human resources needs of the Organization in a manner, which enables employees in the Ministry and its Agencies to achieve the objectives of the Office. In addition, the Human Resource Division facilitates the career and personal development of staff members while monitoring the performance of employees in keeping with the functions delegated to the Permanent Secretary.

Planning & Evaluation Unit

Seeks to enhance the quality of performance at the OPM through effective Strategic Planning and serves as a catalyst for issue identification and problem solving in support of the Ministry and its Agencies.

Information Division

Seeks to modernize the public policy framework for information and communication by recommending changes in the legislative, regulatory and institutional framework consistent with the current environment.

Development Division

Contributes to physical and economic development through monitoring, coordinating and facilitating the activities of the UDC, NHT and NIBJ which requires the Ministry's intervention.

Communication/Public Relations Unit

Provides the public with accurate and timely information on the activities of the Government, the Honourable Prime Minister and the Office of the Prime Minister.

Programme Coordinating & Monitoring Unit (PCMU)

Ensures through monitoring and coordinating the use of a community-based participatory approach to poverty eradication in which the community decides its course of action.

Protocol & Chancery of the Orders Unit

Ensures that the highest standards of courtesy and official etiquette are accorded to guests of the Prime Minister and visitors to the OPM; administers the provisions of the National Honours

and Awards Act 1969 through a system which ensures that awards are presented to the most deserving in the society.

Social Economic and Support Programme (SESP)

Contributes to Poverty Eradication through social and economic support, including education, infrastructural development and economic enablement.

STANDARDS OF SERVICE

The OPM is committed to meeting the needs of its stakeholders in an efficient and professional manner. As our clients you should expect the following standards of service:

When answering the telephone, we will:

- ~~///~~ answer calls within five (5) rings by identifying the Organization and the receiver in a polite and professional manner;
- ~~///~~ answer questions courteously;
- ~~///~~ keep you informed if you are asked to "Hold";
- ~~///~~ direct calls to specific Divisions/Units or persons without delay;
- ~~///~~ inform you of the name of the officer or section to which you are being transferred; and
- ~~///~~ give the name, and, if possible the telephone number of the relevant Government Ministry, Agency, Department or person who may be able to assist if we are not able to do so.

When dealing with queries (written correspondence & e-mails), we will:

- ~~///~~ respond within seven (7) working days of receiving correspondence;
- ~~///~~ reply within fifteen (15) working days if the subject matter is more complex and requires greater attention. If prolonged investigations are needed, we will contact you to explain the reason for the delay and, where possible, say when a response will be available;
- ~~///~~ answer questions directed to the Office as accurately and directly as possible; and
- ~~///~~ distribute within one (1) working day, mail addressed to OPM Departments and Officers.

When receiving visitors to our Office, we will:

- ~~///~~ see persons who have official appointments within ten (10) minutes of the appointment. If there is any delay, an explanation will be provided;
- ~~///~~ see persons without appointments requesting an audience with specific officers within thirty (30) minutes, if this is not possible, then an appointment will be scheduled; and
- ~~///~~ inform Security Personnel of the visitor's appointment, and provide visitors with a Visitor's Pass and guide them to the correct Building/Division/Unit within five (5) minutes.

When planning meetings, we will:

- ~~///~~ notify you of meetings five (5) working days in advance where possible. For emergency meetings we will give maximum available notification; and
- ~~///~~ notify you in the event of a cancellation at least one (1) day in advance and in emergency situations, as much notice as possible before the scheduled meeting time.

When providing for persons with special needs, we will:

- ~~///~~ do all we can to assist you in making your visit comfortable and enjoyable. However, in order to accommodate your individual needs it is compulsory that you contact us in advance so that special arrangements (including parking) can be made; and

~~///~~ provide facilities (ramps and rails) for persons with special needs.

When providing accounting services, we will:

- ~~///~~ make payments within ten (10) working days of receipt of Invoices and Bills submitted by Suppliers for goods and services which have been satisfactorily supplied (provided all relevant documentation are in place). Where shorter term payments are required every effort will be made to do so;
- ~~///~~ give the reason for the delay if we are unable to make payments within the stipulated ten (10) working days, and inform Suppliers when payments will be made.
- ~~///~~ inform all suppliers of the need to have a valid Purchase Order signed by persons so authorised before supplying goods and services.

YOUR ROLE

To ensure that you receive excellent service, you can assist us by:

- ~~///~~ providing full and accurate information;
- ~~///~~ explaining your concerns as clearly and concisely as possible;
- ~~///~~ being polite;
- ~~///~~ telling us when things go wrong;
- ~~///~~ providing relevant documentation in support of claims;
- ~~///~~ arriving on time for appointments/meetings; and
- ~~///~~ adhering to security regulations.

COMMITMENT TO OUR EXTERNAL CUSTOMERS

We will:

- ~~///~~ demonstrate the highest level of professional conduct in the performance of duties;
- ~~///~~ display a positive attitude and be pro-active in the exercising of our duties;
- ~~///~~ seek to understand and satisfy the needs of our customers in a helpful and courteous manner;
- ~~///~~ respect the privacy and dignity of our customers;
- ~~///~~ be impartial in our dealings with our customers;
- ~~///~~ deal with requests for service in a timely, efficient and effective manner;
- ~~///~~ provide timely, accurate and full information;
- ~~///~~ pay particular attention to those with special needs;
- ~~///~~ provide clear directional signs on the compound to assist visitors in locating their exact destination;
- ~~///~~ provide a pleasing and comfortable environment in which to conduct business;
- ~~///~~ ensure the acquisition of environmentally friendly goods and services;
- ~~///~~ facilitate meaningful follow-up of feedback and comments;
- ~~///~~ ensure that all staff members wear identification name badges to facilitate easy identification and greater security to enhance customer relations; and
- ~~///~~ be always mindful of the welfare of the most vulnerable in the society.

COMMITMENT TO EACH OTHER

We will:

- ~~///~~ work honestly, efficiently and creatively;
- ~~///~~ return telephone calls promptly,
- ~~///~~ answer all calls within three (3) rings by identifying the receiver and the Division/Unit;
- ~~///~~ communicate courteously;
- ~~///~~ dispatch mail no later than 48 hours of receipt at the Registry. If there is a delay, senders and recipients will be told and advised when the items will be dispatched;
- ~~///~~ treat each other with respect and dignity;
- ~~///~~ strive always for equity and fair play in our dealings with each other;
- ~~///~~ foster positive interaction between our internal and external customers;
- ~~///~~ seek to uphold the Mission, Vision and Values of the Office of the Prime Minister;
- ~~///~~ engender an environment where religious beliefs can contend;
- ~~///~~ be always mindful of the welfare of the most vulnerable; and
- ~~///~~ aggressively pursue sustainable development practices which will ensure the protection of the environment.

COMMITMENT TO CREATE POSITIVE EMPLOYEE - MANAGEMENT RELATIONS

Management will:

- ~~///~~ encourage employees to make suggestions for improvement of procedures;
- ~~///~~ listen to the views of employees;
- ~~///~~ seek to ensure the welfare of Staff;
- ~~///~~ provide a clean, safe, healthy and pleasant environment in which to work;
- ~~///~~ facilitate a learning environment with development opportunities for staff;
- ~~///~~ provide clear instructions and ensure mutual agreement on deadline for the completion of work;
- ~~///~~ ensure that the appropriate resources are available to carry out assignments;
- ~~///~~ hold officers responsible for their performance with specific emphasis on service delivery;
- ~~///~~ acknowledge and provide continuous feedback on performance;
- ~~///~~ encourage staff commitment to improving interpersonal communication, teamwork, internal and external customer service;
- ~~///~~ ensure there is a well trained and strongly motivated staff;
- ~~///~~ hold employee accountable where applicable;
- ~~///~~ foster an environment of trust;
- ~~///~~ ensure staff members are familiar with the Grievance Procedure, Code of Conduct, Disciplinary Code and Delegations of Functions process; and
- ~~///~~ seek to provide the proper environment to manage conflict.

Employees will:

- ~~///~~ make suggestions for improvement of procedures where necessary;
- ~~///~~ freely communicate with management;
- ~~///~~ adequately embrace and attentively support all welfare initiatives;
- ~~///~~ maintain a clean, safe, healthy and pleasant environment in which to work;
- ~~///~~ continually search for new techniques and actions to improve general performance and service delivery which will make job results more effective;
- ~~///~~ collaborate with management on performance standards to ensure completion of work;
- ~~///~~ employ appropriate resources to carry out assignments;
- ~~///~~ maintain interest and pride in their jobs;

- ~~///~~ use feedback to improve performance;
- ~~///~~ use avenues provided for career growth and development;
- ~~///~~ hold management accountable for effective leadership;
- ~~///~~ seek to inform themselves on the Grievance Procedure, Code of Conduct, Disciplinary Code and Delegation of Functions process;
- ~~///~~ commit to improving interpersonal communication, teamwork, internal and external customer service;
- ~~///~~ work ethically, efficiently and creatively and strive to merit employer's trust; and
- ~~///~~ use the procedures available for effective conflict management.

It is only by meeting these commitments to ourselves that we can truly meet our commitment to our customers.

- OPM

CUSTOMER FEEDBACK

The Office of the Prime Minister is constantly looking for ways to improve its service. It values and welcomes all comments and suggestions for improvement. If you have any problems with our service, let us know. Please forward any comments on the Standards of Service to:

The Permanent Secretary
Office of the Prime Minister
1 Devon Road
Kingston 6
Tel: (876) 927-9941-3
Fax: (876) 968-8229
E-mail: constantc@cwjamaica.com

Or

Officer in Charge
Office of the Prime Minister
Regional Office
10 Delisser Drive
Montego Bay
St. James
Tel: (876) 979-0044
Fax: (876) 970-0052
E-mail: opmwr@mail.cwjamaica.com

COMPLAINTS

When complaints are lodged at our Office, we will:

- ~~///~~ acknowledge them within two (2) working days;
- ~~///~~ conduct an investigation and provide you with a progress report; and

~~///~~ ensure corrective action to avoid similar incidents.

If dissatisfied, you may contact:

**The Senior Director
Standards and Monitoring Unit
Citizen's Charter/Customer Service Unit**
Cabinet Office
2a Devon Road
Kingston 6
Tel: (876) 929-1423
Fax: (876) 929-6676

If you are still dissatisfied, you may ask your Member of Parliament or the Public Defender to investigate your complaint.

For information on how to reach your Member of Parliament, you may contact:

**The Clerk
Houses of Parliament**
Gordon House
Duke Street
Kingston
Tel: (876) 922-0200
Fax: (876) 967-0064
E-mail: slewis@mail.infochan.com

You may contact the Public Defender at:

Office of the Public Defender
78 Harbour Street
Kingston
Tel: (876) 922-7089
Fax: (876) 922-9830
E-mail: publicdefender@mail.infochan.com

Opening Hours

Monday to Thursday	8:30 a.m. to 5:00 p.m.
Friday	8:30 a.m. to 4:00 p.m.

Review of Standards

We will review our Standards every two (2) years.

Security

The Office of the Prime Minister takes very seriously its responsibility for the security of all who pass through its doors; as well as its physical resources. Visitors will be required to state clearly to the Security Officers their name and the nature of their business. All visitors must obtain a Visitors' Pass before entering the premises. The Security Officers reserve the right at all times to search all vehicles entering or leaving the premises of the Office of the Prime Minister at any time and to evict from the premises persons not properly identified. Help us to serve you better by cooperating with this most important matter.

Parking

The Office of the Prime Minister/Government of Jamaica takes no responsibility for the safe custody of any vehicle, articles contained in them, or for any damage to vehicles however caused. All vehicles are left entirely at their owner's risk. Help us to secure you well by parking responsible.

HOW TO CONTACT US

Departments/ Agencies	Telephone	Fax	E-mail/Website
National Commission on Science and Technology	927-9941/3	960-8407	www.ncst.gov.jm
National Housing Trust	929-6500	929-0382	info@nht.gov.jm www.nht.gov.jm
National Investment Bank of Jamaica	960-9610	920-0379	nibj@infochan.com
Urban Development Corporation	922-8310	922-9326	info@udcja.com www.udcja.com
Broadcasting Commission	929-1998	929-1997	broadcom@cwjamaica.com
Cinematograph Authority	960-2449	No fax #	No e-mail address
Creative Production and Training Centre	922-9216	924-9432	ctv@go-jamaica.com www.creativetvjamaica.com
Jamaica Archives and Records Department	984-2581 922-3705	984-8254 922-3707	No e-mail address
Jamaica Information Service	926-3741	926-6715	jis@jis.gov.jm

Administration & Special Services Division	927-9941-3	978-3073	admin@opm.gov.jm
Development Division	927-9941-3	960-3368	devdiv@opm.gov.jm
Financial Management Division	927-9941-3	929-8459	pfo@opm.gov.jm

Divisions	Telephone	Fax	E-mail/Website
Human Resources Division	927-9941-3	968-6787	hrd@opm.gov.jm
Information Division	927-9941-3	906-2046	infodiv@opm.gov.jm
Management Information Systems Unit	920-1580	960-3865	it@opm.gov.jm
Programme Coordinating & Monitoring Unit (PCMU)	927-9941-3	906-1244	pcm@opm.gov.jm
Protocol & Chancery of the Orders Unit	927-9941-3	906-1244	chanprot@opm.gov.jm
Planning & Evaluation Unit	927-3296	978-3073	P&eu@opm.gov.jm
Social, Economic & Support Programme	968-4997	968-0784	admin@opm.gov.jm



October 2002