

NEW EXPORT / IMPORT ONE STOP SHOP PROMISES EASE AND EFFICIENCY

Whether you import several tonnes of goods each week or you receive an occasional 'barrel' from your relatives abroad or maybe you are planning to venture into the business of import and export, an improved system to be introduced later this year promises to make the process of inspection and 'clearing' of your goods simpler and more efficient.



The Agricultural Support Services project (ASSP) in the Ministry of Agriculture and lands in collaboration with the Cabinet Office, the Port Authority of Jamaica and Jamaica Customs Department along with a number of other trading related organizations will introduce an Import and Export One Stop Shop to

streamline inspection and document processing at the Ports for faster, processing and greater efficiency.

When goods arrive at the ports, a number of checks for quality / safety are carried out to ensure that goods are fit for allowance into the country. Agencies such as the Bureau of Standards, Public Health, Food Storage and Prevention of Infestation, Pesticide Division Control Authority, Veterinary Services have to make systematic checks to guarantee product wholesomeness.

Under the current situation, importers sometimes undergo a lengthy series of inspection and paper processing for goods to be cleared. In some instances, inspection officers are not readily available to make the necessary checks and therefore vessels are sometimes docked for long periods. *Cont'd on pg 12*

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In a world where the domestic and global environment is rapidly changing, Governments must be able to evolve and adapt if they are to remain relevant to the changing needs. The Public Sector Modernisation Programme provides that framework for strengthening our public service and providing it with the capacity to respond to those ever evolving needs of the society.

The Public Sector Modernisation Programme currently being undertaken by the Government of Jamaica was introduced in 1996 as a multilaterally funded project and following its success was institutionalised in 2002 as a comprehensive and strategic approach to strengthening the Public Sector. This comprehensive strategy is set out in Ministry Paper 56 of 2002, and is otherwise entitled 'Government at Your Service: Public Sector Modernisation Vision and Strategy 2002-2012'. This strategy has as its target the transformation of the Public Sector by 2012 into *an impartial public sector, which*

The Public Sector Reform Unit (PSRU) was established within the Cabinet Office in 2002 with the mandate to

drive forward the implementation of the agenda for modernising government, improving the quality, coherence and responsiveness of public services and for promoting a strong and professionally well-managed Public Sector'

puts the public 's interest first, and in which valued and respected professionals deliver high quality services efficiently and effectively.

There are primarily two types of Performance Based Institutions:

- Ministries which are transformed towards a focus on policy development, strategic planning and the management of outputs and outcomes – which are the services delivered by the agencies under their portfolio, and
- Departments, divisions and agencies which are transformed to more efficiently and effectively deliver services to their customers. Of course the type of performance based institution that our customers

are most familiar with are Executive Agencies, like the National Works Agency or the Jamaica Information Service.

SO WHAT HAS THE MODERNISATION PRODUCED?

Customers of most public sector entities would have noticed some positive changes in these entities over the past 10 years, most of which are a result of initiatives related to the current reform programme which began in 1996 and continued with the establishment of the PSRU in 2002. A number of entities like the Administrator General's Department, and the

Main themes of the reform are mirrored in the 8 chapters of the strategy document, these are

- | | | |
|---|---|---|
| <p>1 Sustainable Development</p> <p>2 Governance</p> <p>3 Customer Service</p> | <p>4 Values and Principles and Regeneration of the Public Service</p> <p>5 Technology</p> | <p>6 Resource Management and Accountability</p> <p>7 Managing People</p> <p>8 Performance Management</p> |
|---|---|---|

While each theme has its own vision, and carries with it a set of objectives to support the fulfilment of that vision, central to all the themes is the modernisation of public sector entities and the establishment of these entities as performance based institutions. Because it will be in the operations of these institutions that the various elements of the reform will come together – customer service, application of technology, integrated planning and policy making, consultative and participatory decision making, developmental human resource management and leadership, maintenance of a performance focus, and improving efficiency and effectiveness in the use of resources.

Companies Office of Jamaica have been transformed into Executive Agencies, or Performance Based Institutions as mentioned before. This means that these organisations have been reviewed and reorganised to improve operations for service delivery. It also means that the heads of these organisations have been given greater autonomy in making management decisions related to the operations of their institutions and are held accountable for providing high quality service to their customers.

A number of other entities are either currently developing or implementing modernisation plans which provide the blueprint for their transformation into performance based institutions and policy focussed ministries. These include:

- **Immigration Citizenship and Passport Services Division**
- **Forestry Department**
- **Fisheries Division**
- **Jamaica Fire Brigade**
- **Island Traffic Authority**
- **Cabinet Office**
- **Ministry of National Security,**
- **Ministry of Justice**
- **Ministry of Education and Youth**

“Reforming the Public Sector and its Institutions is about making them more relevant to the current and future needs of society, and because we believe in the need to keep the future in focus, the concept of continuous improvement is central to the modernisation thrust. The reform is dynamic and we must be prepared to adapt to the changes that are required.” -

*Sue Ann Waite Chung-
Programme Modernisation Integrator*



In the areas of customer service, Citizens Charters have been developed for 93 of approximately 130 entities. Citizens have been engaged in the monitoring of customer service quality in public sector agencies through the biannual customer

service competition and surveys that are conducted at the agency level, as well as by the Cabinet Office. It is useful to note that in a telephone survey that was conducted in early 2006 which captured responses of 1002 individuals, 64% responded positively to the question 'do you think that Government agencies are providing better services?'

Where possible services are being joined up to reduce the number of agencies and agents with which a customer has to interface. Some examples: there is now a one stop process for the application for a tax compliance certificate, as of October of last year, the replacement of lost or stolen drivers' licences was made a one stop process, and work is being carried out to streamline some of the inspection processes related to the export and import of food items.



THE MOU TRAINING PROGRAMME

Empowering the work force through training

Now in its fourth year of implementation, the MOU training programme has changed the lives of many public servants . Feedback from participants has been positive. Though many were skeptical about the programme at its inception as it was widely rumored that the programme was indicative of an underlying plan to cut participants' jobs, their fears were soon dispelled. Having undergone the training, the participants have realized the value of the opportunity as a vehicle for upward mobility and increased self confidence.



Two Years ago, when 38 year old Melva 'Peaches' Morris started her training in

Cosmetology under the MOU training programme, little did she know a whole new world of opportunities would open up for her. She participated in the programme in 2004 and completed a 6 month course in Cosmetology. Her interest in the area stemmed from a childhood fascination with creating hairstyles that onlookers would always admire and which has now become a significant source of income.

Melva gets animated whenever she recalls the days of going to classes, "they were challenging

"Right now I don't have hands to handle the demand, sometimes I have to turn down customers"

and exciting at the same time." Competition among her fellow classmates and a love for cosmetology spurred her on even while she met various

challenges. She explains, that even though it was sometimes difficult to purchase materials, completing the course was top priority so she made the sacrifice to attend classes..."I never missed one class!" she boasts.

Today, Peaches is making full use of her new skill doing hairdressing on weekends. She admits. Her new found career started when she would dress her friends' hair and people would enquire about her. She currently makes wigs for cancer patients and for staff members and friends. According to her, she

sometimes creates up to 8 wigs each weekend for which she charges up to \$1500.00 each. "This job definitely makes me financially better off" Peaches reveals as a wide grin emerges on her face.

When asked what stands out most in her mind about her experience, she recalls the advice of her instructor "Always please your client and let your client feel comfortable" a philosophy which has guided her ever since and to which she attributes her growing success.

Her client, Mrs. Olive Kerr, Principal Finance Officer at the Prime Minister's Office,

attests to Melva's excellent work and reports a marked increase in her self confidence since completing the programme. "Melva has realized that she can always achieve more".



MOU TESTIMONIES CONT'D



Selvin Brown, an Attendant at the Bellevue Hospital, is an elated recipient of the vocational training programme, offered under the MOU.

Hospital since 1999 says, "I want to continue at the next level. In the future I would like to set up my own business. I am now working on getting licensed. I am certified right now, but I am working on the license, so I will be qualified to work anywhere in the world."

According to Ms. Golding, the courses offered under the programme are comprehensive and along with the promotion, Mr. Brown will be able to use his skill to obtain an additional source of income.

"Without this programme I don't think Mr. Brown would have got the opportunity based on his financial constraints. This programme has really brought opportunity to most of the staff at the hospital and in the wider government service," she adds.

Expressing his gratitude, Mr. Brown says, "Right now I give thanks for all that I have achieved. I wanted to become a technician but I never reached this far and I am glad for the opportunity. It was very good."

He is to be promoted to the Maintenance Department having successfully completed training in Electrical Installation at the Portmore HEART Academy in St. Catherine.

"He will be transferred to the Maintenance Department where he will be working as a trainee electrician for six months after which he will be permanently appointed in that position," explains Maureen Golding, Training Officer at the Hospital.

Mr. Brown had always hoped to pursue a career in the field of electrical engineering but was unable to do so because of financial constraints.

"I started doing it in secondary school, but after leaving, I didn't reach far because of financial reasons. It was a great privilege for me. Now I have my certificate at Level 1," he explains.

"The training was very good and I must encourage other persons to try and get a skill and advance on it. Having a skill is very good."

Speaking about his future plans, Mr. Brown, who has been at the Bellevue



Janet Evans, Office Attendant at the Manchester Health Department is happy she opted for the course in Cake Baking and Decorating, which lasted six (6) weeks at the Church Teachers College in Mandeville.

"The programme was very informative and good. I have learnt a lot from that training," she says.

"We learnt how to make different types of cakes: Shuttle cake, Black Forest cake, Upside-down Pineapple cake, Fruit cake and many others, and we learnt how to make the different stages of icing."

The Civil servant was a part of a class of 26 people from various organizations who participated in the course under the MOU. "It's a learning experience. When you reach retirement age you can move on with a skill," she explains as she expresses her appreciation for being afforded the opportunity to learn a new skill. "Thank God ... that they motivate staff that we can have a skill to live on when we are through with our work at our various stages."

Mrs. Evans, who has another year in the service is now better equipped for retirement and says, "I am very grateful for this start and I will use it as a stepping stone after I reach retirement next year to help me along that I can motivate myself by keeping myself active with my baking."

To date 28 categories of workers in the Public Sector have benefited from the Programme involving 64 public sector organizations. 70 Training institutions have conducted 288 courses with 4100 employees successfully completing courses. A budget allocation of fifteen (15) million dollars has been made for the programme this year. Training offerings have been extended to include a wider range of skills and a wider cross section of workers.



The Automated Motor Vehicle System (AMVS) Online... your questions answered

Have you visited a Tax Collectorate in recent times to carry out a motor vehicle transaction and had to wait an unusually long time for your documents to be processed? or ,maybe you've had quite the opposite experience; your motor vehicle transactions were done in half the time it usually takes with little or no hassle? Whatever the situation may have been, the new Automated Motor Vehicle On-line system is likely to have been the cause. Read on to find out how exactly does this new system being phased in by the Inland revenue Department works and the changes taxpayers can expect to see as the system is 'rolled-out'.

What is the AMVS online?



The Automated Motor Vehicle System (AMVS) online project which began on a phased basis in February 2006 was designed to make motor vehicle transactions faster and more accurate. The AMVS integrates the Motor Vehicle and Cashier systems to improve information flow between the two features. This is intended to reduce the time for motor vehicle transactions to be processed and will also capture all the particulars of the motor vehicle electronically (i.e. Chassis no, colour, registration details etc) so that any discrepancy related to the vehicle can be easily detected and corrected. The AMVS captures information on all registered motor vehicles in Jamaica in electronic form. Most importantly, the AMVS eliminates the need to capture information manually and therefore significantly decreases the potential for errors caused by poor handwriting as well as the processing time for taxpayers.

Why was the AMVS introduced?



The AMVS allows for the automation of transactions and the virtual elimination of the potential for errors on motor vehicle documents. The new system will also facilitate speedier motor vehicle transactions and easier information retrieval. Before introduction of the AMVS, re-licensing, registrations etc were done manually and would take several minutes to be processed. The certificate of title for a motor vehicle previously took several weeks to be processed. The introduction of the AMVS online will significantly reduce these processing times.

What are the advantages of the AMVS online?



- One of the main features of the new Automated Motor Vehicle System (AMVS)-Online will be a "new look" Motor Vehicle Registration Certificate (MVRC). With the new system, MVRC's will now be computer generated. As a result, motorists will benefit from getting a printed MVRC which will eliminate transcription errors.
- Reduced time taken to process motor vehicle registrations at the Collectorate. A printed MVRC, will take significantly less time to process. In generating a printed MVRC, motorists will benefit from reduced time taken to process motor vehicle registrations at the Collectorate. With AMVS online, the time taken to register a motor vehicle will be reduced by 50%. Motorists will also see a reduction in time taken to process Motor Vehicle Title Applications. The AMVS online allows the Inland Revenue Department (IRD) to produce a Certificate of Motor Vehicle Title in 4 weeks down from an average of 12 weeks. Formerly, re-licensing, transfers, titles were produced manually and had to be batched and sent to the registry for data to be entered and documents printed. Through the use of the electronic system, data is entered on spot at the IRD therefore omitting the need to re-circulate documents for processing. IRDs across the island have reported that, where all documents are accurate, processing times have been cut in half! **Cont'd on pg 13**

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| Form No. S3 CN: 254 | | RCPP: 1561445 | | TXN: 4002300015 | |
| LA: 22 | | LA | | | |
| MOTOR VEHICLE REGISTRATION CERTIFICATE | | | | | |
| <i>This is to certify that the vehicle described below has been duly registered and licensed to the expiry month indicated hereunder in accordance with the Road Traffic Act and Regulations.</i> | | | | | |
| OWNER'S NAME: 00000019/0000 DOE, JOHN OMAR | | | OWNER'S ADDRESS 15 CAVALLBO DRIVE KINGSTON S | | |
| TYPE OF VEHICLE MOTOR CAR | MAKE AUDI | YEAR 2004 | CLOUR WHITE | BODY TYPE VAN | |
| MODEL/MFG. TYPE MODEL | SEATING 4 | ENGINE NO. 123456789012 | CHASSIS NO. 434348WRT 123456789012 | | |
| CC. RATING 2500 | FUEL PETROL | UNLADEN WEIGHT cwt. lb | EXPIRY DATE 2007/Jun | FEE PAID \$2,000 | |
| REG. PLATE NO. GTH66 | ISSUING OFFICER'S SIGNATURE ACS MVID: 35004161 | | DATE ISSUED 2007-02-07 | | |

The 'New look' of the motor vehicle registration certificate



Jamaican Justice System Reform

Together for Justice with Civil Participation

A NEW DAY IS DAWNING FOR JUSTICE IN JAMAICA!!

An answer has come to Jamaica's resounding plea "We want Justice"!

Jamaica's justice system has been challenged to keep up with the changing social and economic conditions in the country and to be responsive to the current needs of the public. There has been a great increase in the demands on the justice system of Jamaica as a result of a general growth in population, as well as the emergence of a variety of new social problems that have led to greater use of the courts.

There is clearly a need for Jamaica to conduct its own comprehensive review of the justice system and to design its own reform and modernization program, tailored to the Jamaican context.

As a direct response to this need, the Government of Jamaica through the Ministry of Justice and the Public Sector Reform Unit (PSRU) of the Cabinet Office is spearheading a very exciting and rigorous strategy to revamp the justice system. A Jamaican Justice System Reform initiative has been established.

The Jamaican Justice System Reform (JJSR) will inquire into the state of the justice system on a comprehensive basis and develop strategies and mechanisms to facilitate the modernisation of the justice system so that it is better able to meet the current and future needs of Jamaicans. A modern justice system will be more efficient, accessible, accountable, fair and able to deliver timely results cost-effectively.



A participant airs his grouses at the public consultation on Justice Reform held at Carter Hall, Half Way Tree

The review phase of the reform process is funded by the Canadian International Development Agency (CIDA) and the GOJ. After a competitive tender process, the Canadian Bar Association (CBA) was selected to conduct a comprehensive review of the justice system. The CBA brings to the table extensive experience having delivered justice system reform and modernization programmes in 28 countries across Asia, Africa, the Caribbean and Central Europe, since 1990.

The JJSR process is being led by the Jamaican Justice System Reform Task Force (JJSRTF), which was established in November 2006 and must report by June 2007.



Public involvement

Integral to the reform process is the inclusion of the public's recommendations on how the justice system can be improved. Public consultations are currently being held across the island. The consultations are basically used to engage Jamaicans in meaningful discussions about the justice system they envision.

Twenty two consultations will be held across all parishes. So far about fourteen consultations have been held in Kingston and St. Andrew, St. Catherine and St. Thomas. **Eleven focus group discussions** have been planned, nine of which have been held with key stakeholders such as Victim Support Workers, the Police, representatives of the church, NGO's, Probation Officers and Justices of the Peace. **Over six hundred persons** have participated in public consultations, focus groups and interviews that have been conducted since this phase of the reform began in October 2006. The National consultation is scheduled for May 10-11, 2007 at the Jamaica Conference Centre.

A research programme has also been put in place which includes undertaking surveys and soliciting opinion papers from stakeholders. Seven major research papers and twenty two issue papers are being prepared on various aspects of the justice system. The research papers examine and make recommendations in areas such as Alternative Dispute Resolution, Case flow management Systems, Restorative Justice, promoting of Civil Liberties culture, Court Management and court Administration and the Public and the Justice System.

The issue papers cover topics such as Witness Assistance and Protection, Diversion in Criminal Matters, Jury reform, Plea Bargaining, Sentencing Practices, Codes of Conduct, Judicial Appointments Process etc.

"The justice system belongs to the people of Jamaica and they must have a say in determining the kind of justice system that they want... the pressing and persistent cry of the people for justice will be the wind that will carry this momentum for change through the hills and valleys of Jamaica"

*Carol Palmer.
Permanent Secretary– Ministry of Justice*



The new face of justice

The Clarendon Resident Magistrates (RM) court is being utilized as a pilot site to test and evaluate the recommended changes that may be used for eventual replication Island wide.

All participant's views and experiences are properly recorded during public consultations.

◆ The **Judicial Enforcement Management System (JEMS)** which is court specific software was introduced in ten courts and will be activated and fully utilized at the Clarendon RM Court to improve the case management process.

- ◆ The filing system will be modernized with the introduction of **letter size documentation** and **flat filing**.
- ◆ **A Digital Recording System** will be introduced for the recording of depositions. Currently, this activity requires persons with specialized skills and aptitude in sufficient number throughout the court to carry out this function. The new system is simpler and requires a lower skill set. On April 22, there will be a demonstration at the Clarendon RM Court in the use of this System.

Rehabilitation/Construction of courthouses

Work is proceeding on eight courthouses this year at a cost of over \$1.35 billion with four expected to be completed by the end of the calendar year. These include Santa Cruz, Balaclava, Port Antonio and the extension for the Supreme Court.

The courthouses will be designed with facilities for adequate seating for witnesses and the public with general public waiting areas outside of the courtrooms. Critical to the design of all new courts is the physical accessibility for the physically challenged.

A properly secured waiting room will be built for vulnerable witnesses. Secure access and separate corridors will be provided for Judges, Resident Magistrates, Prosecutors, Vulnerable Witnesses and the jury. There will also be security stations with electronic surveillance for specific areas.

In addition, there will be facilities where lawyers may interview their clients in private, where counseling and mediation can take place, a general library to facilitate research and a fire-proof facilities for the storage of court records.

A significant feature of the new courthouse is the sewage system which will break down the waste and the products will be used for irrigating the green areas. It will generate methane which will be used to power the electricity for the security lighting and communications systems. During the year \$436 million was allocated as capital expenditure for infrastructural improvement. This is in marked contrast to the \$ 455 million spent over the previous 22 years.

The justice reform is arguably the most important reform initiative to be undertaken by Jamaica. The process is time consuming and challenging but the reward to be enjoyed by all Jamaicans from the reform makes it well worth it. The reform has indeed awakened the hope that one day, Jamaicans will raise a chorus- a glad cry "We have justice

Visit <http://www.moj.gov.jm> or Call toll free 1-888-458-7842, Fax 906-1712 or

Email jjsr@moj.gov.jm for information



RGD opens new office in May Pen



The Registrar General's Department (RGD) opened its ninth regional office on March 30 in May Pen, Clarendon. The office is located at 12 Glenmuir Road and will be open from Mondays to Fridays from 7:00 a.m. to 3:00 p.m.

Speaking with JIS News, Chief Executive Officer of the RGD, Dr. Patricia Holness, explained that May Pen was considered to be a viable location based on its demographics and accessibility.

"During the last outreach that we had in Clarendon, we collected over 400 applications, so there is a demand for our services and it is something that we have been watching over the years," she added.

Making the services more accessible to its customers, the RGD embarked on a decentralization thrust since it became an executive agency in 1999 and has established regional offices in Kingston, Portland, St. Ann's Bay, Mandeville, St. Elizabeth, Westmoreland, St. James, Portmore, and Clarendon.

Dr. Holness noted that in general the establishment of regional offices in specific location proved beneficial especially to older customers who would normally have challenges traveling long distances to access the services. She assured that applicants using the new office would be able to access the same services offered at the head office in Twickenham Park, St. Catherine.

"They will be able to make birth, death and marriage applications, deed polls as well as genealogical research. We will also offer interviews for record updating activities such as Late Entry of Name, Correction of Error and Late Registration," the CEO noted.

The May Pen office will also facilitate the submission of documents for recording, such as Bills of Sale from the various financial institutions in the parish, as well as powers of attorney. Dr. Holness further noted that persons who wished to get married would also be able to do so using the agency's popular registry wedding service.

Continuing, she noted that, "If there are any questions, we will also be able to query your application through the RGD's Application Tracking System." This system allows customer service representatives in all regional offices to check on the status of any application, regardless of where the application was made.

Meanwhile, Dr. Holness reiterated the need for customers to ensure that they provide the correct information when making applications.

"If the information is incorrect, it will cause significant delays and we prefer to serve you within the time period that we promised," she noted. Prior to the establishment of the May Pen office, persons had to travel to either Spanish Town or Mandeville.

Cited from www.jis.gov.jm

One Stop Shop cont'd

In some instances, inspection officers are not readily available to make the necessary checks and therefore vessels are sometimes docked for long periods.

Currently, processes for inspection and granting of permits are carried out by a number of government agencies each governed by their own legislation .

The National Agricultural, Health and Food Safety ONE STOP SHOP, slated to come on stream by March of this year is designed to eliminate hassle and make processing of goods and documents an easy One Stop procedure; all processing will be initiated and completed and all transactions carried out in one place! Clients will now be able to have containers inspected and documents processed in one venue without having to visit multiple agencies to get full clearance. Containers will be 'stripped' much faster, facilitating increased productivity.

The establishment of the One Stop Shop also forms part of the thrust to encourage 'joined up government' by establishing collaborations among government bodies for improved service delivery and efficiency/ optimum use of available resources.

WHAT ARE THE OBJECTIVES OF THE ONE STOP SHOP?



- ✦ To serve as a central location to coordinate all inspection processes
- ✦ To improve service delivery to importers
- ✦ To achieve quicker processing time by making agency representatives more available
- ✦ to standardise inspection procedures to better ensure product wholesomeness
- ✦ to reduce duplication of inspection functions
- ✦ to ensure all requirements /standards of the international standards organisation are met

HOW WILL THE NEW PROCEDURE WORK?



All agencies with responsibility for approvals of permits and inspection of produce on the wharves will be housed in one location. An information desk will be installed to undertake the collation of applications and collection of all fees. Goods will therefore be checked and cleared by all the relevant agencies in one physical location while your documents are being processed.

WHERE WILL THE ONE STOP SHOP BE LOCATED ?



The facility will be located on the APM Terminals Limited, Port Bustamante, PO Box 1122 GPO Kingston, W.I.

AMVS online cont'd **Errors in the documents are detected immediately.** Integration between the cashier and motor vehicle systems allows cashiers to detect discrepancies on the system at the point where motorists make payments. Several motorists have made unreported changes to their vehicles for e.g. colour or engine changes that can now be identified and changed when making payments. Corrections made to the vehicle were previously manually noted, with the new system, corrections can be made immediately at the point of transaction and the title updated.

The information is shared between all Collectorates where the AMVS is in operation. This means that, if unscrupulous persons try to undermine the system or escape mandatory tax payments, irregularities in the motor vehicle documentation can be detected immediately from any Collectorate. It also means that it is easier for motorists to carry out transactions where it is most convenient for them rather than going to the Collectorate where the motor vehicle was originally registered.

Stolen vehicles are easily identified. The AMVS online system has meant stolen vehicles are far easier to detect which facilitates legal action where necessary.

The AMVS is linked to the Customs system. This helps to reduce the length of time taken for clients to make import entries for motor vehicles because there is no need to replicate information submitted to customs as it is already accessible by the IRD.

Why may I be required to wait in line for a long time? 

To facilitate full implementation of the AMVS system, all motor vehicle documents are checked and rechecked to ensure there are no errors or irregularities and that all the particulars of the vehicle are current. Because changes were previously made manually, information has to be updated and changed. Where transcription errors may have caused inconsistencies in motor vehicle documentation or where persons may have changed aspects of their motor vehicle which were never recorded, for example registration plates, vehicle colour or engine corrections, changes will now have to be recorded on the system to be reproduced on the electronic document. All this is done in order to protect the taxpayers' asset.

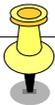
Persons registering for the first time under the new system and who are in possession of their Motor Vehicle Title, are encouraged to bring them along as it will aid in reducing the transaction time. Motor Vehicle owners who have not collected their Title are strongly advised to do so.

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The Public Sector Reform Unit (PSRU) in the Cabinet Office has been established to provide leadership, coordination, and cohesion to the implementation and monitoring of the reform initiatives.

The mission of the PSRU is to drive forward the Implementation of the agenda for modernizing government, improving the quality, coherence and responsiveness of public services and for promoting a strong and professionally well-managed Public Sector, capable of enabling and facilitating the achievement of the national goals.



ANNOUNCEMENTS

- The PSRU saluted and offered best wishes for retirement to Mr. George Briggs former Chief Technical Director of the PSRU on Friday, March 30, 2007. Ms. Hillary Alexander is now the Acting Director.
- Public Consultations on Justice Reform are now being carried out. Your input is necessary. Contact the Ministry of Justice at 908-1982 for consultations being held near you
- The PSRU, in an effort to inform the public about how to access services being revised under the Modernisation Programme, now publishes a fortnightly publication "Government at Your Service" published in the daily Gleaner and the Star.
 It's full of useful information.
 Look out for it!
 A fortnightly bulletin "In the Know" highlighting activities under the programme is also circulated. Contact 929-885 ext 2456 for information

WE'D LOVE TO
 HEAR FROM YOU!!

If there is some aspect of the reform that you would like to get more information on, or if you have an article or story that you would like to have published in the Newsletter, let us know by sending a message to: psru@cabinet.gov.jm