



PUBLIC SECTOR
TRANSFORMATION
AND **MODERNISATION**

BETTER SERVICES. **BETTER** WORKFORCE. **BETTER** INSTITUTIONS.

GOV.JM

The gateway to government information and services





What is the **GOV.JM?**

GOV.JM will become the Government of Jamaica's online gateway to all government information and services. As the website evolves, it will be the central place to perform online transactions with the government, find information on how and where to access government's services and receive feedback to queries. By bringing together information now housed on numerous government websites into a central place, GOV.JM will be a simpler, clearer and quicker way for users to find information and to do business with government.

GOV.JM is a project being led by the Ministry of Science Energy and Technology (MSET) through its technology implementing entity - eGov Jamaica Limited, and the Office of the Cabinet (OoC) under the Public Sector Transformation and Modernisation Programme (PSTMP). This project supports the government's priority to offer services designed around client needs by making them more accessible and encouraging investment and trade by eliminating bureaucratic processes that add no value.

Why a Government Portal?

Public Sector Transformation and Modernisation is a government wide programme to improve service delivery and the efficiency of government processes. Where possible, technology is being used within Ministries Departments and Agencies (MDAs) to simplify services and save time and cost for government's clients. GOV.JM was created to provide a clear and easy to use way for the government's customers to find information.

Persons do not always understand where to find information about how to access government services or do business with government. Persons seeking information may end up spending an undue amount of time and resources to get the information they need. This challenge not only affects individual productivity but can be a deterrent to those wishing to do business with government.

GOV.JM will help improve Jamaica's international rankings for e-government and for doing business. The annual United Nations e-Government Development Survey ranks favorably those countries that are utilizing one stop platforms to promote e-government and easier access to public services. The World Bank's 'Doing Business' index ranks countries' efforts to reduce unnecessary red tape in order to create an enabling environment for transacting business. The 'one stop' approach such as GOV.JM is considered an important enabler to both local clients and the potential investor and visitor.

Ultimately, the broader aim is to leverage technology to provide more accessible and clear information to all our audiences. By creating a standard approach for the development of government websites and online services, information will be delivered in a simpler and more seamless way.



What services will be available?

GOV.JM currently provides a single point of entry to *some* of the most in demand government services by routing users to the individual agency websites to complete transactions or find information. By phase three of implementation, GOV.JM will be the entryway to all government information and online services

Some services to be accessible through GOV.JM include:

- Tax and traffic fine payments and queries
- Motor Vehicle Registration
- Bill payments
- Applications for passport, birth, death and marriage certificates and drivers licenses
- Applications for import and export permits and licenses and access to forms
- Links to doing business and investing in Jamaica
- Links to making charitable donations to Jamaica





How was **GOV.JM** designed?

GOV.JM emerged out of a recognition that both government and its customers were not utilizing time and resources efficiently in completing transactions with government.

As a first step, government identified those services which are in highest demand by the public and which may be challenging to find by persons unfamiliar with governments' services, organization names or processes. Those services were prioritized for presentation on the website in this first phase. Following international best practice, links to these services were then categorized according to customer types to simplify the process for accessing the websites; Residents, Businesses and Non-Residents. Information for those visiting Jamaica is also prominently displayed. For ease, all information is positioned for access in a maximum of three clicks.

Public Sector Transformation And Modernisation Programme (PSTMP)

The Public Sector Transformation and Modernisation Programme is a government-wide drive to address public sector efficiency and ease of doing business. The current programme focusses on: 1) Trade and Investment Facilitation- to improve Jamaica's trade and investment position within the region; 2) Managing Public Sector Costs-to increase economy and efficiency in Government expenditure; 3) Government Efficiency and Service Delivery-to build capacity of government to sustain delivery of effective customer-centred public services.

Through the PSTM programme, our vision is to create a public sector that is ready to deliver on the national vision by;

- Removing unnecessary bureaucratic processes
- Moving, where possible, from paper to automation
- Becoming less input oriented and more results focused
- Designing services around the needs of customers and delivering them in ways and through modes that are convenient to them
- Eliminating the need for persons to make multi-location visits to access single services
- Empowering the public sector workforce to do their jobs more efficiently

Public Sector Transformation and Modernisation aims to meet the challenges of Jamaica's economic growth by serving our people and businesses with better and faster solutions; addressing the systemic issues that significantly affect public sector performance and identifying ways to embed systems and behaviours within government which will create efficient, performance-driven public institutions which are customer-centric and structured to meet the needs of the future.



For further information contact:

Office of the Cabinet

GOV.JM/feedback



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