



**MINISTRY OF FOREIGN AFFAIRS
AND FOREIGN TRADE**



CITIZEN'S CHARTER

TABLE OF CONTENTS

INTRODUCTION	4
OBJECTIVES OF CHARTER	5
MESSAGE - SEN. THE HON KAMINA JOHNSON SMITH, JP	7
MESSAGE - THE HON. ALANDO TERRELONGE, MP, JP	9
MESSAGE - AMB. SHEILA SEALY MONTEITH, CD, JP,	11
VISION STATEMENT	15
MISSION STATEMENT	15
CORE VALUES	15
OUR STANDARDS OF SERVICE	16
CUSTOMER SERVICE IMPROVEMENT PLAN (CSIP)	18
KEY CUSTOMER SERVICE DEPARTMENTS (MDAS) WITH WHICH THE MFAFT WORKS CLOSELY	22 29
CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE	31
FREQUENTLY ASKED QUESTIONS (FAQS)	32
GLOSSARY OF TERMS	34
CONCLUSION	36

INTRODUCTION

Welcome to the Citizen's Charter, a cornerstone of Jamaica's commitment to provide excellent service and place citizens at the heart of public service. As part of the ongoing Public Sector Reform Programme, the Government of Jamaica (GOJ) introduced a Service Excellence Policy and Programme. This initiative aims towards fostering a culture of citizen-centric excellence and is geared towards the delivery of world-class customer service across the Public Sector.

The Policy and Programme are fundamental to Vision 2030, which aspires to make Jamaica a desirable place to live, work, raise families and do business, and is designed to adapt to the changing requirements and evolving priorities of clients and stakeholders. To effectively carry out this mandate, all Ministries, Departments, and Agencies (MDAs) were tasked with developing their own Citizen's Charter. This document outlines our vision, mission and core values, as well as services we offer and how they can be accessed.

Together we want to build trust, improve how we assist you, and play our part in advancing Jamaica's Vision 2030 Plan.

OBJECTIVES OF CHARTER

PURPOSE

Our Charter is designed to provide clarity and transparency to you, our clients and stakeholders. It includes our Vision and Mission Statements and the Core Values that drive our service delivery. Additionally, it offers details of the specific services available to you and the process involved in accessing them.

COMMITMENT

We uphold accountability and transparency in all our operations, ensuring that we promptly address client complaints in a constructive and timely manner. The commitment aims to ensure continuous improvement of our services, while prioritizing customer satisfaction.

The Charter outlines our commitment to service excellence through:

- **Prioritising Customers' Interests:**
We place our customers' needs at the forefront, ensuring they guide our actions.
- **Delivery Excellence:**
We aim for excellence in all aspects of service; tackling every challenge with a determination to succeed.
- **Keep Promises:**
We commit to fulfilling our promises to clients and to each other, taking responsibility and urgently fixing errors.
- **Quick Responses:**
We respond quickly to concerns and inquiries, ensuring that communication is effective.

- **Continuous Improvement:**

We strive for ongoing improvements in our services, to adopt to and meet the needs of customers and also to enhance our service standards. These commitments guide our efforts to provide outstanding services and meet the expectations of our clients and stakeholders.



MESSAGE

SENATOR THE HONOURABLE KAMINA JOHNSON SMITH, JP

Minister of Foreign Affairs and Foreign Trade

I am pleased to present the Ministry of Foreign Affairs and Foreign Trade's first Citizen's Charter, which demonstrates the commitment of staff at Headquarters, and our diplomatic and consular missions to promote service excellence and to improve the quality of services to both our internal and external clients.

This Charter informs our clients about their rights, privileges, and responsibilities as citizens when it comes to receiving the high standards of services they can anticipate from the Ministry. We have established our Customer Service Branch at the Ministry, which will administer the modernization of our service delivery through the implementation of the Ministry's Customer Service Improvement Plan (CSIP). Our aim is to provide continued professionalism, excellence and accountability in our services and functions as a Ministry, to our staff and clients.

As part of the Ministry's priority mandate, and as expressed in our Core Values of Professionalism, Accountability, and Excellence, the Ministry strives to continuously improve and provide the highest quality of service excellence to our clientele. We are also committed to meeting the needs of our stakeholders in an efficient and professional manner.

The Ministry is committed to building a dedicated, efficient and effective workforce, guided by service standards that provide

improved service delivery and value for money to our internal and external clients. This includes, setting performance standards, transparency, improving capacity development of staff, promoting excellence and establishing an effective systems of management, accountability, professionalism and responsiveness to our clients' needs and expectations.

This Charter serves as a testament to our dedication to placing our clients' needs and expectations above all else. It also identifies how public involvement can enhance our service excellence delivery by increasing customer engagement.

The Ministry of Foreign Affairs and Foreign Trade takes pride in joining other Ministries, Departments and Agencies in recognising that the delivery of service excellence is critical for Jamaica to become *“the place of choice to live, work, raise families, and do business”*.



MESSAGE

**THE HONOURABLE
ALANDO TERRELONGE, MP, JP**

Minister of State

The Ministry of Foreign Affairs and Foreign Trade is delighted to present its first Citizen's Charter under the Government of Jamaica's Customer Service Excellence Programme. This Charter will assist us in our daily interactions with you, our clients, in ensuring that the highest quality services are provided. Our progress has been gradual with the inception of our Customer Service Improvement Team (CSIT) and Customer Service Improvement Plan (CSIP).

This Ministry prides itself on delivering excellence and effective customer service to you, our valued clients.

To our Diaspora community in particular, you can be assured that we take our obligation to the delivery of excellent service to you seriously and we do so with pride and enthusiasm. I continue to be encouraged by your love and sustained commitment to your country, and I assure you that we are equally committed to continuously improving and serving you as we listen to each other in a spirit of cooperation.

The Ministry, including its diplomatic and consular missions, reaffirms its determination to work in close and coordinated collaboration with the respective Ministries, Departments and Agencies, our invaluable partners and you, in order to raise the calibre of our services. We are aware that working with all of our stakeholders will ensure a partnership that fosters efficiency,

support and excellence in our customer service delivery. The Ministry deeply appreciates its relationship with all stakeholders and continues to further deepen our engagement.

One love!



MESSAGE

**AMBASSADOR
SHEILA SEALY MONTEITH,
CD, JP,**
Permanent Secretary

I am pleased that the Ministry's participation in the efforts of the Government of Jamaica to engender a culture of Service Excellence has led us to this point of finalizing our first Citizen's Charter. The Charter is designed to inform our clients of our service delivery standards, thereby increasing transparency and accountability and resulting in a more informed public. The Charter also promotes collective engagement for those who utilize our services. In this respect, the Ministry of Foreign Affairs and Foreign Trade will provide a platform to facilitate internal and external customers with the opportunity to provide feedback on the services offered.

In order to meet the changing needs and shifting priorities of our clients, the Charter seeks to develop a common understanding of the services and standards that drive our customer service delivery in this modern environment in which we operate. Our efforts will involve not only our operations at our Headquarters in Kingston, but also our diplomatic and consular missions overseas.

In pursuit of our objectives, we believe that by fostering a culture of excellence, our staff will increase its efficiency and effectiveness thus delivering the highest level of service to you, satisfying your needs and exceeding expectations. This demonstrates our commitment to promote high quality standards in our daily services to you. In addition, we will provide critical information to guide you on the procedures required to conduct business with us.

The Ministry recognizes the tremendous contributions of our clients and looks forward to continuing to do business with you.

ABOUT US

The Ministry of Foreign Affairs and Foreign Trade was one of the first Ministries to have been established, when Jamaica became an independent nation in 1962. It's Headquarters is located at its new permanent home, 2 Port Royal Street, Downtown Kingston, in the Hugh Lawson Shearer Building, which was officially opened by the Most Honourable Andrew Holness, Prime Minister on 19th January 2023.

The Ministry comprises of staff at Headquarters, as well as twenty-one (21) Overseas Missions and Consular Posts, in the Caribbean, North, South, Central America, Europe, Asia and Africa. These are as follows:

- Jamaican High Commissions: Canada; India; Nigeria; South Africa; Trinidad and Tobago, United Kingdom;
- Jamaican Embassies: Belgium; China; Colombia; Cuba; Dominican Republic; Federal Republic of Germany; Japan; Mexico; United States of America (Washington D.C.)
- Permanent Missions to the United Nations; Switzerland (Geneva);
- United States of America (New York); Permanent Mission to the OAS: United States of America (Washington D.C.)
- Consulates-General: Canada (Toronto); United States of America (Miami & New York).

It is further supported by a global network of approximately ninety-five (95) Consulates headed by Honorary Consuls, which provide essential consular services to our Diaspora and foreign nationals, in countries where we do not have established Diplomatic or Consular Missions.

The Ministry is responsible for the formulation and implementation of Jamaica's foreign policy, the management of Jamaica's international relations and the promotion of its interests overseas.

We are committed to promoting friendship and cooperation between Jamaica and its bilateral partners around the world, through political and diplomatic channels; providing effective representation and leadership, as well as creating opportunities for increased foreign trade, investment and tourism.

The interests of Jamaican citizens living abroad, returning residents, and tourists in addition to persons conducting business are also a priority for the Ministry. The Ministry also provides direct and indirect services to the Jamaican and foreign communities based both at home and abroad.

VISION STATEMENT

To be a dynamic Foreign Service that promotes and safeguards Jamaica's interests while advancing global peace and development.

MISSION STATEMENT

To implement Jamaica's foreign policy, manage its international relations and promote the country's interests overseas.

CORE VALUES

Excellence, Professionalism and Accountability.

The Foreign Ministry: strives to excel in every aspect of service delivery and approaches every challenge with a determination to succeed (**EXCELLENCE**) adheres to high ethical standards and upholds itself to, and is accepted by the public as possessing, specialized knowledge and skills in the area of foreign affairs and is prepared to exercise this knowledge in the interest of its stakeholders/clients. (**PROFESSIONALISM**) embraces the principle that at the core of accountability, is reliability and personal responsibility. We value the ability of our staff and the Ministry to honour our commitments, to clients and to each other. We take ownership of our work and promptly correct mistakes, to the greatest extent possible. (**ACCOUNTABILITY**)

OUR STANDARDS OF SERVICE

The Ministry of Foreign Affairs and Foreign Trade is committed to meeting the needs of our stakeholders/clients and our aim is to ensure that our service excellence standards are adhered to at all times. To ensure that our clients/stakeholders are provided with the best service excellence, you should expect the following standards of service:

To Persons who call

- **Prompt response and Complaint Resolution**
Answer within 3 rings in a polite and professional manner, resolve all customer complaints in a timely manner and keep you informed throughout the process.
- **Identification**
Inform you of the name of the officer, department/unit/division to which you are being transferred.
- **Referral Information**
Provide you with the name and, if possible, the contact details of the relevant Government Ministry, Department, Agency or person who may be able to assist if we are not able to do so.

To persons with written queries/requests

- **Acknowledgement**
Acknowledge queries/requests within two (2) to five (5) business days;
- **Response**
Respond to requests/queries within three (3) business days. within ten (10) business days where service requests cannot be resolved within three (3) business days.
Customer will be advised by telephone or email, of the time frame which the query or request requiring further research

will be addressed.

- **Public Education**

Provide public education on the roles and contributions of the Ministry of Foreign Affairs and Foreign Trade in the delivery of service excellence.

Persons who visit our Offices

- **Parking**

Provide safe, spacious and secure parking area.

- **Service Timeline**

All service requests responded to within three (3) business days. Receive service within 20 minutes. Average wait time in line to receive products/services will not exceed 15 minutes.

- **Clients with Disability and Special Needs**

Designated parking areas have been assigned to clients with disabilities and special needs.

- **Waiting and Security**

Waiting areas adequately retrofitted with comfortable furniture and amenities.

- **Visitors Pass Issuance**

Issued with Visitors Pass if required to visit other floors

- **Feedback Mechanism**

Maintain a suggestion box at the reception area of the Ministry to facilitate feedback and recommendations on the quality of services received.

CUSTOMER SERVICE IMPROVEMENT PLAN (CSIP)

The Ministry in collaboration with the Office of the Cabinet developed its Customer Service Implementation Plan (CSIP) for the next four (4) financial years, as a road map for the Ministry's implementation of the Service Excellence Policy. The CSIP is owned by the Ministry and was signed jointly with the Office of the Cabinet in June of 2022.

It will facilitate improvements in service excellence in the areas of professionalism, effectiveness, efficiency, accountability and responsiveness to customers'/stakeholders' needs and expectations. In this respect, we will provide the opportunity to our clientele, including our own internal customers, to be engaged in the process of driving the modernisation of the service excellence activities at Headquarters and in our overseas Missions and Consular Posts. These include:

- Implementation of an integrated Information Communication Technology (ICT) system across Missions and Headquarters by 2025;
- Development of policies and standards for the delivery of service excellence;
- Seeking to understand your needs and satisfy them within the stated timeliness; and in a helpful, efficient, effective and courteous manner, within the ambit of our authority and human resource availability;
- Ensuring that all clients are treated with courtesy and respect;
- Fostering positive interaction between our internal and external customers;
- Administering formal training to all frontline staff at least once per year;

- Updating our website: www.mfapt.gov.jm to provide you with quick access to the plans, operations and activities of the Ministry;
- Addressing your concerns with diligence and the highest degree of professionalism possible;
- Ensuring a pleasing and comfortable environment in which to conduct business (retrofitting parking spaces, rails in restrooms, elevators, waiting areas with comfortable furniture and amenities to facilitate customers with special needs);
- Promoting and sustaining engagement of the public in the design, monitoring and continuously improving of service excellence; and
- Seeking to uphold the Ministry's Vision, Mission Statements and Core values.

Translated Documents to be authenticated:

Where translated documents are to be authenticated by the Ministry, the client must ensure that the translator is selected from among the following list of approved translators:

- Language Training Centre Limited
31 Half Way Tree Road, Kingston,
Tel No. (876) 926-0375;
- Alliance Française
12 Merrick Ave, Kingston;
Tel No. (876) 669-7945;
- Caribbean Training Institute for Languages
31 Half Way Tree Road, Kingston 5,
Tel No.: (876) 926-0375/926-2756; 14E
Market Street, Montego Bay, St. James;
Tel No.: (876) 940 1395;
- UWI Department of Modern Languages and Literature; UWI,
Mona;
Tel No.: 876 927 2743;
- The Language Cradle - Pan-Jam Building,
9th Floor, Knutsford Boulevard, Kingston 5
Tel No. (876) 618 8822.

Authentication by Apostilles

With effect from Monday, 5th July 2021, Jamaica began the issuance of apostilles on documents originating in Jamaica that are intended to be used in countries that are states parties to The Hague Apostille Convention.

Please note the following:

- The list of countries that accept apostilles may be found at: <https://www.hcch.net/en/instruments/conventions/status-table/?cid=41>
- Applicants may consult this list to verify that the country in which the document will be used is a party to the Convention.
- Applicants may also visit a Jamaican High Commission, Embassy or Consulate General (Missions) if applying from overseas. Please note that costs associated with transmission of documents through our Mission to the Ministry will vary based on the host currency.
- To identify the most convenient overseas Mission, please see: <https://mfaft.gov.jm/about-us/jamaican-representatives-overseas/high-commissions-2/>
- The proof of payment is required for submission with the application.

Application fees and payments, processing periods and return of documents

JM\$3,500.00 per document (processing time is 5 business days. Documents to be collected on the 6th day).

JM \$5,000.00 (twenty-four (24) hour RUSH service).

Please contact the Ministry to ensure that your application qualifies for this service.

Payments should be made to the Cashier at the Ministry and a receipt is issued to the customer.

Apostilled documents may be collected in person from the MFA&FT or applicants could make arrangements for their return by a courier agent such as TARA, DHL, or other Courier Service in a prepaid, self-addressed envelope. TRN of the applicant or bearer is required

Authentication by Legalization

Where documents to be authenticated are required in countries that are not party to the Hague Apostille Convention, they are authenticated by legalization.

The Client must ensure that the application form is completed and submitted after making their payment to the Cashier at the Ministry.

Legalization Fees and Processing Times

Fees charged are for each document submitted (in cash or by card payment at the Ministry), in the following currencies:

- \$500.00 Jamaican Dollars for normal 6-day processing, for applicants in Jamaica
- \$700.00 Jamaican Dollars for 3-day processing service, for applicants in Jamaica
- \$30.00 United States Dollars
- €25.00 Euros
- \$40.00 Canadian Dollars
- £25.00 Pounds Sterling

KEY CUSTOMER SERVICE DEPARTMENTS

1. Consular Affairs Department Authentication Service

The Consular Affairs Department provides an authentication service to the public through the issuance of apostilles or the traditional process of authentication of public, business and other vital documents. In authenticating documents, the Ministry affixes its official seal and the signature of its authorized gazette officers thereon, attesting to their authenticity, so that they will be acceptable for use in the country where they are required.

It is not the Ministry that determines whether a document is to be authenticated. Rather, it is the authority requiring the documents in the designated country who should so advise the client.

Application Forms:

- Whether you are authenticating by apostille or legalization, the same form is used;
- Applicants are required to complete an Application Form and submit along with their document (s) to be authenticated;
- Application forms may be downloaded from the Ministry's website at: <https://mfaft.gov.jm/site/wp-content/uploads/2019/03/Apostille-Authentications-Application-Form.pdf>; obtained from the Reception Desk at the Ministry or from a Jamaican High Commission, Embassy, Consulate General, or Consulate; requested by emailing: info@mfaft.gov.jm or authentications@mfaft.gov.jm;
- Applicants are encouraged to complete the form prior to taking/submitting them to the Ministry for processing.

The following should be noted:

- The Ministry can only authenticate documents that are executed in Jamaica;
- All documents to be authenticated must bear the original signature, stamp or seal from a Jamaican recognized organization or institution. In the case of sworn statements or declarations, a person making such statement or declaration must first affix their signature before a Justice of the Peace (JP) or a Notary Public (NP) resident in Jamaica, before the signature and seal of the Justice of the Peace (JP) or Notary Public verifying the document, is applied.
- Documents that badly damaged or of bad condition will not be accepted.

Among the documents most frequently authenticated by the Ministry are the following:

- Vital records (birth, marriage, death certificates) and other documents issued by the Registrar General's Department such as Deed Polls and Certificates of No Impediment to Marriage;
- Educational documents: diplomas, academic transcripts, degrees and similar documents certified by the Ministry of Education;
- Sworn declarations, statements, affidavits, powers-of-attorney and similar documents signed before a Justice of the Peace or a Notary Public;
- Court documents;
- Medical documents certified by the Ministry of Health;
- Company documents such as commercial certificates of free sale;
- Any other document provided that they are duly signed by a recognized authority.

Pre-certification of documents prior to submitting to the Ministry:

Some documents such as educational (degrees, school certificates, etc.) and agricultural documents are to be pre-certificated (to verify signatures on documents) by the relevant authority before they qualify for authentication by the Ministry. The relevant authorities

include:

- **Educational documents:**
Ministry of Education, Youth and Information – Tertiary Education Unit, 2 – 4 National Heroes Circle, Kingston 4,
Tel No.: (876) 922-1400-9
- **Health documents:**
Ministry of Health and Wellness, RKA Building, 10-16 Grenada Crescent, Kingston 5,
Tel No. (876) 633-8172
- **Agricultural documents:**
Ministry of Agriculture and Fisheries, Hope Gardens, Kingston 6,
Tel No. (876) 927-1731.

Overseas Applicants

Fees and Processing Periods, Return of Documents

Overseas applicants should make payments to the nearest Jamaican Mission overseas and in any of the following currencies:

- a) The United States of America - USD\$30.00
- b) Canada - CDN \$40.00
- c) The United Kingdom of Great Britain and Northern Ireland - £25.00
- d) Countries in Europe other than the United Kingdom of Great Britain and Northern Ireland - €20.00
- e) All other countries - US\$30.00

The processing period is 10 - 15 business days from date of receipt. Documents and payments may be transmitted via a Jamaican High Commission, Embassy or Consulate.

Where documents, fees and application are being sent directly to the MFA&FT by courier, the exact amount of funds are to be remitted.

For return of documents, a pre-paid self-addressed envelope from a courier agent such as TARA, DHL or other Courier Service should be sent to the Authentications Section, Consular Affairs Department; Ministry of Foreign Affairs & Foreign Trade; 2 Port Royal Street, Kingston. Please Write on the envelope: AUTHENTICATION, No TRN is required.

Please note that where payments are to be made in Jamaica, applicants must visit the Ministry between the hours of 9:00 a.m. and 2:00 p.m. to make their payments at the Cashier, which closes at 2:00 p.m.

Additional information on the services may be obtained by sending an e-mail to: consular@mfaft.gov.jm

2. Protocol Department

- Accreditation of foreign diplomats to Jamaica and Jamaican diplomats to overseas Missions and Consular Posts.
- Facilitation of official overseas travel by representatives of the Government of Jamaica.
- Facilitation of High-Level State, Official and Working visits and conferences. Providing assistance to public officials, and/or members of government delegations seeking to acquire visas to represent the Government of Jamaica on official business, including visits, meetings, conferences, trade/road shows, seminars and workshops.
- Protocol sensitization sessions for the private and public sectors.
- Process requests for the overfly/landing of state aircrafts and the entry of vessels in Jamaica's airspace and waters for research, training or humanitarian purposes.
- Process requests for the loans of flags of foreign countries and provide guidance on the use and display of flags.
- Issuance of diplomatic IDs, as well as processing of extension of stay and Privileges and Immunity i.e. issuance of TRN, Diplomatic License Plates, shipment of personal effects for diplomats (incoming and outgoing).

3. Diaspora Affairs Department

The Diaspora Affairs Department (DAD) is mandated to develop and strengthen the linkages between the Government of Jamaica and the Jamaican Diaspora, with a view to building relationships and encouraging participation in all aspects of national development.

The Department is engaged in activities, programmes and projects which facilitate the involvement and integration of Jamaica's Diaspora in various aspects of national life and their contribution to nation building. These activities, programmes and projects are aligned to the four core goals of the National Development Plan: Vision 2030 and the Economic Growth Agenda.

- Strengthening of Diaspora Engagement
- Promote engagement with the Global Jamaica Diaspora Council and the Global Jamaica Diaspora Youth Council
- Assist in the tracing of Jamaican Roots
- Assist returning Diasporans to reside permanently in Jamaica
- Procedures for Charitable Donations
- Operationalization of Jamaica Diaspora Engagement Model (JAM-DEM); and the Digital Registration Portal (ConnectMeJA)

4. Human Resource Management and Development Department

The Human Resource Management and Development Department is committed to providing timely and efficient services to both our internal and external customers.

It is tasked to manage human resources efficiently, the implementation of programmes to enhance services provided to current and former staff members, to meet the training needs of the staff to facilitate professional development and improved service to the Ministry's customers/stakeholders.

Human Resource Services provided:

- Facilitating the payment of separation benefits

- Processing of vacation leave applications
- Provision of job letters requested
- Responding to employment verification requests
- Ensuring the accurate and timely compensation of staff
- Facilitating the payment of benefits and allowances in accordance with the relevant Regulations
- Facilitating the provision of pension payments to former staff members in an efficient and timely manner
- Staffing of Headquarters and overseas Missions
- Facilitating capacity building of staff

Further, the Ministry is committed to creating a positive employee management relationship that will:

- Seek to ensure that the welfare of staff is met;
- Listen to the views of employees;
- Encourage staff to make suggestions and give feedback, when needed;
- Hold Officers accountable for their performance with special emphasis on Service Excellence;
- Provide continuous feedback on performance;
- Facilitate a learning environment with development opportunities for staff; and
- Acknowledge and provide continuous feedback on performance.

Ministry's Responsibility to Clients

The Ministry commits to ensure that appropriate resources are available to carry out assignments effectively. Our aim is to constantly and consistently enhance the delivery of services in a timely and efficient manner to our customers, and exceed their expectations. This is embedded in two of the Ministry's core values: "Excellence and Accountability"

This means that we:

- Put the customers' interests first;
- Listen to the customers and try to understand their needs;

- Answer their questions promptly;
- Meet their needs and demands within our resources; and
- Seek continuous improvement in service delivery.

The customer is at the centre of all activities and therefore we want to provide you with high quality services that compare to the best internationally and locally. Through our commitment to efficiency, we also aim to bring you excellent value for money.

Client's Responsibility to the Ministry

In order to strengthen our capability to better serve you, we ask that you:

- Treat our staff with respect and courtesy;
- Submit on a timely basis all relevant information and documents and fees pertaining to your request;
- Ensure that forms are properly completed in respect of passport, citizenship and visa applications;
- Observe and comply with regulations and procedures to be followed;
- Contact the nearest Jamaican Embassy, High Commission or Consulate and register, whenever you are overseas for short-term visits;
- Bearing in mind that our ability to respond to your needs will be subject to our limited human and financial resources;
- Let us know when you are dis-satisfied with our services and suggest ways of enhancing our services;
- Do also let us know when you are pleased with our services;
- Comment on, and give us suggestions/feedback on our service delivery;
- Participate in our client service surveys.

MINISTRIES, DEPARTMENTS AND AGENCIES (MDAS) WITH WHICH THE MFAFT WORKS CLOSELY

King's House

Office of the Prime Minister

Office of the Cabinet

Ministry of Finance and the Public Service

Ministry of Industry, Investment and Commerce

Ministry of Agriculture, Fisheries and Mining

Ministry of Education and Youth

Ministry of Justice

Ministry of National Security

Ministry of Health and Wellness

Ministry of Culture, Gender, Entertainment and Sport

Ministry of Labour and Social Security

Ministry of Science, Energy, Telecommunication and Transport

Attorney General's Chambers

Passport, Immigration and Citizenship Agency (PICA)

Registrar General's Department (RGD)

Airport Authority of Jamaica (GoJ VIP Lounge)

JAMPRO

JAMPRESS

Trade Board Limited

Jamaica Customs Agency

Maritime Authority of Jamaica (MAJ)

Airport Authority of Jamaica (GOJ VIP Lounge)

Jamaica Civil Aviation Authority (JCAA)

Jamaica Defence Force (JDF)

Jamaica Constabulary Force (JCF)

Bureau of Gender Affairs (BGA)

National Resource Conservation Authority/National Environment & Planning Agency (NRCA/NEPA)

Tax Administration of Jamaica

Child Protective and Family Services Agency (CFPSA)
Planning Institute of Jamaica (PIOJ)
Jamaica Library Services
Government Archives
Jamaica Information Service (JIS)

CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE

We welcome feedback from you at any time. Please complete the form provided at Reception, our website and social media platforms, or send your general comments and suggestions via mail to:

Customer Service Manager
Ministry of Foreign Affairs and Foreign Trade
2 Port Royal Street
Kingston
Tel.: 876– 676 4028-20/926 4220-8
Email: Email: csb@mfaft.gov.jm; info@mfaft.gov.jm

Website: www.mfaft.gov.jm
Twitter: <https://twitter.com/mfaftja>
Instagram: <https://www.instagram.com/mfaftja/>
Facebook: <https://facebook.com/mfaftja>

Your complaint (s) will be acknowledged within five (5) working days after they have been lodged.

If you are dissatisfied with the response, you may, again, make contact and state your position for a further response.

If you are still not satisfied, you may write to:

Permanent Secretary
Ministry of Foreign Affairs and Foreign Trade
1-2 Port Royal Street, Kingston
Tel. No. (876) 6764028-20/9264220-8
Email: ps@mfaft.gov.jm
Or

The Public Defender
78 Harbour Street, Kingston
Tel. No/ (876) 922-7089/90
Email: enquiries@opd.gov.jm

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the Citizen's Charter?

The Citizen's Charter is a document that outlines the standards of service, procedures, and expectations for interactions between the public and government Ministries, Departments, and Agencies (MDAs).
2. Why was the Citizen's Charter created?

The Citizen's Charter was created to enhance transparency, accountability, and service delivery in the public sector. It aims to empower citizens by clearly defining their rights, entitlements, and how to access government services.
3. What does the Citizen's Charter include?

The Citizen's Charter includes information such as service standards, timelines for service delivery, procedures for filing complaints, and contact details for assistance.
4. How can I access services provided in the Citizen's Charter?

You can access services outlined in the Citizen's Charter by referring to the specific sections relevant to the service you require. It provides clear guidelines on how to apply for services and what to expect during the process.
5. How does the Citizen's Charter ensure accountability?

The Citizen's Charter ensures accountability by setting clear service standards and timelines. It also defines roles and responsibilities of government officials in delivering services, and outlines mechanisms for citizens to file complaints or provide feedback on service quality.
6. What should I do if I have a complaint about a government service?

If you have a complaint about a government service, you can follow the procedures outlined in the Citizen's Charter for filing complaints. This typically involves contacting designated complaint handling units within the relevant government agency.

7. How does the Citizen's Charter promote customer satisfaction?
The Citizen's Charter promotes customer satisfaction by setting realistic service standards, ensuring timely delivery of services, and providing avenues for feedback. This helps in continuously improving service quality based on citizen feedback.
8. Who monitors adherence to the Citizen's Charter?
Adherence to the Citizen's Charter is typically monitored by designated units within each government agency responsible for ensuring compliance with service standards and handling complaints.
9. Can the Citizen's Charter be updated or revised?
Yes, the Citizen's Charter can be updated or revised periodically to reflect changes in policies, procedures, or service offerings. Citizens are typically informed of such updates through official channels.
10. How can I provide feedback on the Citizen's Charter or government services?
You can provide feedback on the Citizen's Charter or government services by using the designated feedback mechanisms outlined in the document. This could include online forms, suggestion boxes, or direct contact with relevant government departments.

If you have additional questions, please contact:

Customer Service Branch
Ministry of Foreign Affairs and Foreign Trade
1-2 Port Royal Street, Kingston
Tel. No. (876) 6764028-20/9264220-8
Email: csb@mfaft.gov.jm

GLOSSARY OF TERMS

Citizen's Charter

A document that outlines a government or organization's commitment to provide high-quality public services. It also outlines outline procedures and expectations of interactions between the public and government MDAs.

Ministries, Departments and Agencies (MDAs)

Various branches of the government responsible for specific areas of public policy, government function and service delivery.

Service excellence

Exceptional service delivery and commitment to meet and exceed customer expectations.

Public Sector Reform Programme

A government initiative designed to improve the efficiency, effectiveness and accountability of its public sector operations.

Vision 2030

Jamaica's long-term national development plan aiming to make the country desirable place to live, work, raise families and do business.

Accountability

The responsibility of government entities to be answerable for their actions and decisions, ensuring responsibility and transparency in their operations.

Transparency

The practice of openness and honesty in operations, ensuring that actions and decisions are clear and accessible to the public.

Stakeholders

Individuals or groups with an interest in services provided by a government entity, including citizens, businesses, and other organizations.

Core Values

Fundamental beliefs and guiding principles that drive the delivery of within and organization. services

Citizen-centric

An approach that focuses on meeting the needs, preferences, and satisfaction of citizens in deigning and delivering services.

Apostille

A certificate issued under the Hague Apostille Convention authenticating the origin of public document for international use.

Consulate

Functions as an official office or representation of one country in another, typically located in a major city.

CONCLUSION

In conclusion, the Citizen's Charter stands as a testament to Jamaica's commitment to delivering exceptional public services. By prioritizing customer needs, striving for service excellence, and ensuring accountability and transparency, we aim to foster trust and enhance the interactions with our citizens.

This initiative not only outlines our vision and mission but also serves as a practical resource for accessing government services effectively. Through continuous improvement and responsiveness to feedback, we aim to meet the evolving expectations of our stakeholders and support Jamaica's development goals outlined in Vision 2030.

Together, we move ahead towards a future where every interaction reflects our dedication to service, integrity, and the welfare of all Jamaicans.



**MINISTRY OF FOREIGN AFFAIRS
AND FOREIGN TRADE**

2024

