



Citizen's Charter

One of the first service improvement programmes for the Jamaica public service was the Citizen's Charter, which was launched in December 1994. Through the Charter, the Government aims to provide citizens with improved efficient services and good value for money.

The Office of the Services Commissions (OSC) launched its Citizen's Charter in 2002. This revised edition (3rd) is testimony to our commitment to continuously improve our service delivery and to be recognized as a key partner in transforming the customer service landscape of Government Service.

Office of the Services Commissions, 2019

MESSAGE FROM THE CHIEF PERSONNEL OFFICER

The Office of the Services Commissions is the Secretariat for the four (4) Services Commissions: Public Service, Police Service, Judicial Service and Local Government Services. The key word in all the Commissions is *Service*. Jamaicans are becoming more increasingly aware of their rights and are more expectant of the public services they receive. As such Government Agencies are obliged to respond professionally to citizens' demands for quality services.

At the core of the Citizen's Charter is a sense of duty by Public Officials, to consistently provide citizens with good Public Services, focusing specifically on their rights to expect high quality services, and to embed in all staff members, an ethos of good customer service delivery.

This third (3rd) edition of our Citizen's Charter builds on previous Charters and continues to inform citizens about the standards of service they must expect from the Office of the Services Commissions. The Charter includes our Vision and Mission Statements; details of the services provided and service standards; our Values Framework – Fairness, Respect, Accountability, Merit, Equity – Integrity, Transparency (FRAME-IT), customer service principles and what we expect from the people we serve.

The Citizen's Charter expresses our commitment to maintain standards of quality, timeliness, improved service delivery, greater levels of responsiveness to the public's need for services, and greater satisfaction with the services provided. These commitments must be met in an environment of transparency and accountability, in keeping with the Government's Public Sector Reform efforts.

The Office of the Services Commissions is committed to provide customer service that meets and maintains quality, standards, value, accountability, transparency and good governance.

The Charter is available at the OSC and on our website **www.osc.gov.jm**.

Mrs. Jacqueline Mendez, JP
Chief Personnel Officer

OUR VISION

*To be recognized and respected
as the key partner in ensuring
that merit becomes the
cornerstone for Human Resource
Management decisions in the
Jamaica
Government Service.*

OUR MISSION

*To uphold the principle of merit
in the appointment, development
and discipline of public servants
through processes that are
transparent and fair.*

OUR SERVICES

- Applications for Employment
- Appointments
- Selection for Training
- Request for Training
- Job Selection Tools
- Separation
- Discipline
- Appeals
- Auditing and Monitoring
- Stenotype Services
- Policy (HR) Development
- Recruitment and Selection (Interviews)

OUR SERVICE STANDARDS

1. Employment Applications

- Respond to applications within seven (7) working days.

2. Appointments

- **Temporary Appointments**

Respond to recommendations within ten (10) working days, provided that the relevant information has been submitted.

- **Permanent Appointment/Promotions**

Respond to recommendations for permanent appointments/promotions within thirty-five (35) working days for matters referred to the appropriate Service Commissions and fifteen (15) working days for matters referred to the Appointments Committee, provided that the relevant information has been submitted fourteen (14) working days prior to the meeting of the respective Service Commission/Appointments Committee, and officers have been assessed by the relevant panels/boards where applicable.

- **Acting Appointments/Assignments**

Respond to recommendations for acting appointments or assignments within ten (10) working days, provided that the relevant information has been submitted.

3. Selection for Training

- **Day Release**

Respond to recommendations for Day Release within ten (10) working days, provided that the relevant information has been submitted.

- **Training**

Respond to applications for overseas training within twenty (20) working days provided that the relevant information has been submitted fourteen (14) working days prior to the meeting of the relevant Service Commission. (*For local training, Staff Orders (2004) 5.5 (ii) applies.*)

- **Annual Study Leave Programme**

Respond to recommendations for annual Study Leave within ten (10) working days after the matter is considered by the relevant Service Commission and/or after the decision of the Governor General.

- **Selection for Scholarships**

Respond to applications for Scholarships within ten (10) working days after the matter is considered by the relevant Service Commission and/or after the decision of the Governor General.

4. Request for OSC to Provide Training

- Respond to request for training and provide training within thirty (30) working days provided that the relevant information is submitted at the time the request is made.

5. Job Selection Tools

- Respond to requests for designing Job Selection Tools within ten (10) working days provided all relevant information to prepare tool is submitted at the time the request is made. Job Selection Tools will be prepared and submitted within fifteen (15) working days.

6. Separation

Provided that all the relevant documents have been submitted:

- Accept Resignations within seven (7) working days;
- Approve Mandatory Retirement within seven (7) working days; and
- Prepare submission for Retirement on Medical Grounds for the Public Service Commission within twenty-five (25) working days. Once a decision is received from the Governor-General, the applicant will be notified with ten (10) working days.

7. Discipline

- The nature of disciplinary matters varies. However, we will ensure that all disciplinary procedures are treated expeditiously and with regard for due process, in keeping with the Public Service Regulations, 1961.

8. Appeals – (disciplinary, job selection or other matters)

Employees who have reasons to believe that the disciplinary penalties imposed on them were unfair or that the process was flawed, may appeal to the local Privy Council,

through the Office of the Services Commissions. The appeal must be made within fourteen (14) working days of receipt of the decision.

The OSC Shall:

- Provide formal acknowledgement of receipt of application within ten (10) working days;
- Communicate the decision of the local Privy Council within fourteen (14) working days after a decision has been handed down.

Applicants who believe they were unfairly treated in a job selection exercise may appeal to the Public Service Commission, through the Office of the Services Commissions, stating their grounds for appeal. The appeal must be made within ten (10) working days of receipt of the decision for Ministries and Departments, and five (5) working days for Executive Agencies.

The OSC shall:

- Provide formal acknowledgement of receipt of application within ten (10) working days;
- Communicate the decision of the Public Service Commission within fourteen (14) working days after a decision has been made by the Commission.

9. Auditing and Monitoring

- Prepare Human Resource Audit Report within sixty (60) days after the completion of the audit. The final Audit Report will be sent to the Ministries, Departments and Executive Agencies within fourteen (14) days of receipt from the Public Service Commission.
- Monitor the implementation of Human Resource Audit findings/recommendations one year after the submission of the report.

10. Stenotype Services

- Stenotype assignments vary in length and complexity and from time to time require additional resources. Once the necessary resources are in place, we will ensure that all sessions are recorded accurately and notes delivered expeditiously and under confidential cover.
- Due to our limited staff, we will require a 2 week notice period for assignments. This will allow us to optimize our resources to provide the best possible service.

Services	Standards
Commissions of Enquiries	Produce verbatim notes daily within 10 working days/14 calendar days.
Tribunal Hearings	Produce verbatim notes daily within 10 working days/14 calendar days.
Conferences/Meetings	Produce verbatim notes daily within 10 working days/14 calendar days.
Disciplinary Enquiries	Produce verbatim notes within 14 working days/20 calendar days.
Gun Court Proceedings	Produce verbatim notes for dispatch within 30 working days/42 calendar days.

11. **Recruitment and Selection (Interviews)**

- To assist Ministries, Departments and Executive Agencies with recruitment and selection to ensure that interviews are conducted fairly in keeping with the Public Service Regulations, 1961, the Staff Orders, 2004 and the Recruitment and Selection Procedures Manual, 2019, in keeping with the Values Framework.

WHAT TO EXPECT FROM US

Our Values Framework - (FRAME-IT)

Fairness	Make decisions and take actions that are, and are seen to be fair and equitable, with due regard to the impact of such decisions/actions on current situations and their potential impact on future processes.
Respect	Ensure that all clients are treated with courtesy and respect
Accountability	Be prepared to accept responsibility for decisions and actions, and to be held accountable
Merit	Ensure that in the conduct of selection processes for appointments and promotion, the person best suited for the position is selected, using selection criteria that are relevant to the position. This means that positions ought to be filled on a competitive basis.
Equity	Ensure that all persons are treated equitably, consistent with prevailing human rights and gender considerations.
Integrity	Behave in such a manner that decisions and actions are transparent and can withstand the highest level of scrutiny.
Transparency	Ensure that there is adequate access to information for opportunities and that human resource decisions are made in keeping with established plans/strategies that are communicated to all concerned.

Our Customer Service Principles

To ensure that citizens are provided with the best customer service, we will focus on:

- **Timeliness** – Respond to all concerns within the stated timelines.
- **Accuracy** – Ensure that our responses, solutions and recommendations are correct, based on applicable laws, regulations and standards of practice.
- **Clarity** – Ensure that how we communicate is simple, easy to understand, and in a manner that is familiar to the customer.
- **Accessibility** – Ensure that citizens can contact us directly at our physical address or by using the other means of communication.
- **Increased Client Satisfaction:**
 - Pleasant and courteous service;
 - Pleasant and comfortable environment; and

- Public Education Programme for improved awareness of the services offered as well as employees' rights and responsibilities.

▪ **Courtesy and Helpfulness:**

- All clients will be treated with respect and in a professional manner in person or over the phone;
- Our staff will seek to satisfy the needs of all clients in a prompt, efficient and courteous manner;
- Provision of advice/consultation of the highest standard that is well researched and accurate;
- Subject matter experts who are readily available and accessible;
- Readily available Information Officers/Supervisors;
- Identification badges for all employees to aid the complaints and commendation process;
- Information and commendations maybe emailed to communications@osc.gov.jm;
- A suggestion box is at the OSC to facilitate feedback on the quality of service received.

WHAT WE EXPECT FROM YOU (Customer Code of Conduct):

We will do our best to provide you with the services you need. In return, we ask that you:

- Participate in our periodical client service surveys;
- Provide us with complete and accurate information and documentation;
- Comment on, and give us suggestions on our service delivery;
- Display professionalism, honesty and integrity; and
- Treat our staff with respect and courtesy.

Please contact us about the status of your request if we have failed to meet our stated service standards.

Your right to complain: If you are dissatisfied with the services provided, please inform us immediately:

- Use our suggestion box if the problem is not very urgent.
- If the problem must be handled expeditiously, ask to see a supervisor/senior officer.
- All complaints about an employee's conduct must include his/her name, the date and the issue that generated the complaint.
- All complaints will be acknowledged. Written complaints will be acknowledged within seven (7) working days; those received by email will be acknowledged immediately.
- Corrective measures to complaints will be taken, where necessary. The timeframe for resolution of complaints is fifteen (15) working days.
- Complaints should be addressed to:

The Chief Personnel Officer
Office of the Services Commissions
Ministry of Finance and the Public Service Complex
2nd Floor, Block G
30 National Heroes Circle
Kingston 4
Telephone: 922-8600 ext. 5153; Facsimile: 924-7464
Email: communications@osc.gov.jm
Website: www.osc.gov.jm

- ***Click*** here to ask a question, request services or send us your feedback.